

## Tenancy Sustainment Officer – Homeless Services: Person Specification

		Criteria Indicated E (Essential) D (Desirable)
<b>Qualification / Education</b>	<b>D</b>	Emergency First Aid Certificate
	<b>D</b>	Landlord / Housing Law training (willingness to undertake)
<b>Competencies / skills / experiences</b>		<b>E/D means experience preferred but not necessarily essential.</b>
	<b>E/D</b>	Experience and understanding of rent collection and debt recovery
	<b>E/D</b>	Experience of working with individuals within their own accommodation; shared or individual
	<b>E/D</b>	Experience of supporting tenant involvement and empowerment
	<b>D</b>	Understanding of housing law including terminating tenancies / licence agreement
	<b>E/D</b>	Understanding of tenants and landlords rights and obligations
	<b>E/D</b>	Understanding of welfare benefits and support grants available
	<b>E/D</b>	Experience of working with Health and Safety regulations
	<b>E</b>	Ability to form positive relationships with clients, partner agencies and team
	<b>E</b>	Ability to motivate people to engage with help and support offered
	<b>E</b>	Confidence in working with people in their own home.
	<b>E</b>	Ability to communicate logically, concisely and effectively at all times
	<b>E/D</b>	Ability to assess situations and residents to ensure suitable solutions and placements

<b>Personal characteristics</b>	<b>D</b>	Ability to diffuse difficult situations and remain calm
	<b>E</b>	Ability to work majority of the time unsupervised
	<b>E</b>	Good time management, organisation and prioritisation skills
	<b>E</b>	Ability to drive and use of own car

**This post will be subject to a DBS check and will require the post-holder to participate in on-call duties on a rota basis**