**Tenancy Sustainment Worker**

**PERSON SPECIFICATION**

This person specification lists the skills, knowledge and experience required. You should provide evidence, in the form of an example, that you meet each **Essential Criteria Only** (this is marked **“E”** on the person specification)

E = Essential criteria D = Desirable criteria

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| **Criteria** | **E or D** |
| 1. Good knowledge of welfare benefits, housing and homelessness law and policy. | E |
| 1. Good knowledge of alcohol, drugs and issues around addiction and relapse management | E |
| 1. Good knowledge of mental health, personality disorders and dual diagnosis | E |
| 1. Awareness of therapeutic techniques and delivery on interventions | D |
| 1. Good knowledge of Health and Safety, Safeguarding and Confidentiality | E |
| 1. Good knowledge of local agencies providing services relevant to the client group. | D |
| 1. Commitment to and good understanding of equality and diversity | E |
| 1. The ability to forge effective working relationships within a team | E |
| 1. The ability to forge effective working relationships in order to navigate and to create effective pathways to support for clients with complex needs acting as a change broker | E |
| 1. Ability to communicate with a wide range of people using excellent active listening skills to form healthy and constructive relationships | E |
| 1. Commitment to personal growth and extending own professional competence and knowledge. | E |
| 1. Good computer literacy skills and ability to make effective use of systems | E |
| 1. Ability to work independently and prioritise workload effectively. |  |
| 1. Extensive experience of delivering support to vulnerable people | E |
| 1. Experience of providing therapeutic interventions to people in a community setting | D |
| 1. Proven ability to work effectively within a partnership along with the ability to advocate effectively at all levels on behalf of homelessness clients | E |

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