**Person Specification**

The successful candidate will be motivated and passionate about the work that Homes of Hope does. The successful applicant will have the ability to ensure the support we give is of the highest quality and they will be very approachable, reliable and a strong team worker. They will be a great people person who can develop effective working relationships. They will also be a very organised and proactive individual. The successful applicant will need access to transport as the role requires visiting Homes of Hope houses and attending different appointments/meetings.

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| **EXPERIENCE** | **Essential** | **Desirable** |
| Experience of working with vulnerable or disadvantaged people | **Yes** |  |
| Experience of working with people with substance misuse | **Yes** |  |
| An understanding of housing issues and the benefit system |  | **Yes** |
| Experience of resettlement / support work |  | **Yes** |
| The ability to establish and maintain information systems , keep accurate records  | **Yes** |  |
| Proven experience of key working , ideally with a disadvantaged group |  | **Yes** |
| Experience of computer use – in Microsoft, Apple and email | **Yes** |  |
| **KNOWLEDGE, SKILLS AND ABILITIES** |  |  |
| The ability to communicate effectively with residents , staff and external agencies on a one to one basis and in a group | **Yes** |  |
| Good listener and able to give emotional support | **Yes** |  |
| Ability to provide support that respects and promotes a resident’s responsibility for making his/her own decisions | **Yes** |  |
| Ability to set boundaries , challenge appropriately and to manage conflict positively and constructively | **Yes** |  |
| To be a strong role model and build trust and respect with residents, making them feel safe and valued | **Yes** |  |
| Ability to plan and prioritise your own work load, including setting and meeting deadlines, and be able to manage a number of tasks at one time | **Yes** |  |
| Ability to remain calm and controlled | **Yes** |  |
| Understanding of issues faced by those who are homeless | **Yes** |  |
| Ability to deal patiently, sensitively and in a non-patronising way with all people. eg residents, staff , volunteers and other professionals |  | **Yes** |
| An understanding of confidentiality and general data protection protocol | **Yes** |  |
| Hold a full UK driving licence and have access to a vehicle | **Yes** |  |
| **OTHER REQUIREMENTS** | **Yes** |  |
| A committed and active Christian or someone willing to work in a faith organisation and is sympathetic to Christian values. | **Yes** |  |
| High personal and professional standards | **Yes** |  |
| Ability to recognise and deal with stress | **Yes** |  |
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