

New Charter - Person Specification

Title: Sheltered Housing Co-ordinator

CRITERIA	CATEGORY	METHOD OF ASSESSMENT
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Educational Standard/Qualifications

BTEC National certificate Housing Related or equivalent qualification	D	App/Cert
GCSE or equivalent	E	App/Cert

Specialist Skills

Ability to assimilate, analyse and prioritise complex tasks and information	E	App/Int
Ability to seek out sensitive information by personal interview	E	App/Int
Ability to process and retrieve information using the organisation's systems	E	App/Int
Be customer focused, match service delivery to customer needs	E	App/Int
Ability to coordinate and facilitate all aspects of building supervision	E	App/Int
Ability to provide advice and guidance on housing related issues, to include welfare benefits, landlord duties and tenancy related matters	E	App/Int
Ability to undertake regular Health and Safety checks, including Fire Drills, Fire Alarms	E	App/Int
Ability to collect and bank all monies associated with the running of the scheme/service	E	App/Int
Ability to respond and manage issues relating to equipment failure and housing management	E	App/Int

Relevant Experience

Housing experience and inter agency working	E	App/Int
Experience of working in challenging situations	E	App/Int
Experience of working face to face with the public	E	App/Int
Experience of working with elderly and/or vulnerable people	E	App/Int

Key Skills

Ability to work with minimum supervision	E	App/Int
Ability to work under pressure	E	App/Int
Practical approach to problem solving	E	App/Int
Ability to accurately verify and record information	E	App/Int
Ability to be able to organise/prioritise own workload	E	App/Int
Ability to work effectively with internal and external partners	E	App/Int
Ability to apply conflict resolution skills to diffuse potentially confrontational situations	E	App/Int
Ability to use computer based applications	E	App/Int
Ability to travel between schemes and have flexibility to provide cover	E	App/Int

Specialist Knowledge

Understanding of anti-discriminatory practice in service delivery	E	App/Int
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Vision, Values and Behaviours

New Charter Vision, Values and Behaviours (attached separately)	E	App/Int
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