**Housing Support Worker (Self-Help Housing)**

**Temporary Maternity Cover**

**Person Specification**

**Essential**

* Some experience of work in a ‘self-help’ or ‘self-build’ housing organisation or another community-led organisation.
* Knowledge of ‘self-help’ and ‘self-build’ housing
* At least one year of experience in three out of the following four areas of work:
	+ managing volunteers
	+ working with homeless people
	+ tenant engagement
	+ employment support for vulnerable people
* Experience of housing allocations, and recruiting new tenants
* A non-judgemental attitude and a commitment to working with vulnerable people and those from disadvantaged groups
* Experience of writing case studies, interviewing and measuring impact on service users
* A commitment to putting the needs of customers/service users first and providing an excellent customer service
* Ability to use computer software including Word, Excel, Access and the internet.
* Experience of managing and prioritising own workload
* Excellent verbal and written communication skills
* Ability and willingness to work as part of a team
* Ability to keep detailed records and produce clear and concise written reports on complex issues
* Excellent time management and organisational skills
* A commitment to Equal Opportunities
* Willingness to work outside office hours where necessary
* Full driving licence

**Desirable**

* Experience of teaching skills to people
* Experience using social media in a work setting
* Knowledge of energy efficiency and fuel poverty.
* Experience of support work for debt issues
* An understanding of GDPR
* An understanding of community engagement and the climate emergency
* Experience of using CIVICRM database or similar CRM Database