

The factors below should only be included if they are essential to allow the main responsibility of the job to be completed effectively. Where a factor is not essential but desirable this should be clearly indicated.

<b>Factor</b>	<b>Essential</b>	<b>Desirable</b>	<b>Method of Assessment</b>
<b>Qualifications :</b>	Educated to GCSE standard or equivalent or equivalent experience.	NVQ level 3(care), CSHS level 3 National Certificate in Housing (supported housing) or equivalent	Certificates
<b>Knowledge and Skills:</b>	Understanding of good housing and support practice  Good written and oral communication skills  Strong understanding of the importance of confidentiality  Strong IT skills  Ability to keep clear, concise and accurate written records		Test  Interview    Test    Test
<b>Experience:</b>	Min 12 months' experience of working with an older/vulnerable client group	Background in social housing or social care  Experience of support planning	Application form  Interview  Test
<b>Judgment/Decision Making:</b>	Ability to work on own initiative, to prioritise and organise own work		Test

<b>Customer Care/Interpersonal Skills:</b>	<p>Flexible approach to team working/rota cover</p> <p>Makes a strong positive contribution to team work</p> <p>Experience of working one to one with people to support them.</p> <p>Flexible approach to team working/rota cover</p> <p>Strong understanding of Professional Boundaries and the ability to work within them</p> <p>Ability to work with other agencies to maximise available support for service users and maximise opportunity for referrals through good working practice</p>	<p>Understanding of the welfare benefits system</p> <p>Experience of risk assessment</p>	<p>Interview</p> <p>Test</p> <p>Test</p>
<b>Service Development/Finding Solutions</b>	<p>A strong commitment to promoting the independence and empowerment of older/vulnerable client group</p> <p>Strong commitment to service user involvement</p>	<p>A non-judgemental approach</p>	<p>Test</p> <p>Service user interview</p>
<b>Other Factors:</b>	<p>Certificate in moving and handling</p> <p>Must be prepared to attend all relevant training</p> <p>Satisfactory enhanced CRB disclosure</p> <p>Willingness and ability to travel throughout</p>		<p>Application form, interview and certificates</p>

	Herefordshire		
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