

Housing Support Manager – Person Specification

Factor	Essential	Desirable
Qualifications and training	<ul style="list-style-type: none"> • Relevant degree and/or level 4 or above professional housing management qualification. • Safeguarding level 3 certificate or willingness to complete within the first 6 months of employment. 	<ul style="list-style-type: none"> • Level 2 or higher qualification in health and social care.
Experience	<ul style="list-style-type: none"> • Delivering excellent services to vulnerable tenants on a range of housing related issues, within an accommodation-based environment. • Managing all aspects of tenancy agreements relating to both their creation and termination and the preparation of all related documentation. • Proven experience of delivering a range of initiatives to support innovative and meaningful tenant engagement. • Proven experience of providing debt and budget advice to maximise tenants' incomes. • Experience of handling complaints, including investigation, and providing feedback on outcomes. • Experience of working with service users with a variety of care needs. 	<ul style="list-style-type: none"> • Experience of working in a Housing with Care scheme.
Skills, knowledge and aptitudes	<ul style="list-style-type: none"> • An excellent understanding of social housing, benefit systems and welfare reform. • Competent knowledge of current housing legislation and policies. • Be able to work effectively and collaboratively with internal and external customers, partners and stakeholders to improve the Housing with Care service. • Adept at identifying, leading and delivering upon service improvement to achieve and maintain efficient, safe, exemplary services to tenants within a residential setting. 	<ul style="list-style-type: none"> • Knowledge of the Care Quality Commission Regulatory Framework for homecare services.

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	<ul style="list-style-type: none"> • A working, relevant understanding of safeguarding and health and safety requirements relating to supportive living. • Demonstrable understanding of contemporary issues, policies and practice relating to accommodation based supportive living. • Competent in use of IT packages such as MS Office and Excel. • Excellent verbal, listening and written communication skills. • Empathetic, open minded and has the ability to build trust with service users. • Good time management skills and ability to work on own initiative and organise/prioritise workload. • Ability to work as part of a team. 	
Special requirements	<ul style="list-style-type: none"> • Due to the requirements of the role, flexibility is required as may be required to work at weekends/out of office hours on occasion. 	<ul style="list-style-type: none"> • Driver – with access to own vehicle.