

**TYNE HOUSING ASSOCIATION  
JOB DESCRIPTION  
SUPPORTED HOUSING OFFICER**

**Responsible to:** Housing Manager

<b>Criteria</b>	<b>Essential</b>	<b>Desirable</b>	<b>Method of Assessment</b>
<b>Education &amp; Training</b>	<p>Good general education, ideally a minimum of three GCSE grade A-C or equivalent</p> <p>Good IT skills and be proficient in the use of Microsoft Word and Excel</p>		<p>Application Interview Certificates</p>
<b>Relevant Experience</b>	<p>Experience of recording and handling cash</p> <p>Proven experience of achieving targets and objectives</p> <p>Experience of working with customers</p>	<p>Experience of complying with commissioned contracts</p> <p>Experience of working with people with mental health problems, learning disabilities, behavioural problems and/or substance dependence</p> <p>Experience of advice and information work</p> <p>Experience of work with homeless people or similar disadvantaged group</p>	<p>Application Interview</p>

<b>Key Skills</b>	<p>Positive 'can do' attitude</p> <p>Ability to establish and sustain trust and confidence with, partners, residents and the general public, and to promote and represent the company positively at all levels</p> <p>Ability to work effectively both individually and as a team</p> <p>Strong problem solving and advocacy skills.</p> <p>Committed to continuous service improvement and customer empowerment and involvement</p> <p>Good written, presentation and interpersonal skills appropriate to a wide range of individuals and audiences</p> <p>Good time management and prioritisation skills</p> <p>Self-motivated to develop ideas, initiatives and proposals</p>		Application Interview
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	which will influence service improvement.		
<b>Specific Knowledge/Understanding</b>	<p>Knowledge and basic understanding of supported and general needs housing</p> <p>An understanding of delivering excellent customer services</p>	Experience of generating external funding	Application Interview
<b>Personal Qualities</b>	<p>Assertive and able to give and receive feedback positively.</p> <p>Highly self-aware and ensures own behaviour and attitude has a positive impact on others.</p> <p>Able to work under pressure and deliver results to tight deadlines</p> <p>Flexible and able to respond to regularly changing priorities</p> <p>Committed to professional development and learning.</p> <p>Open to new ideas and perspectives</p>		Application Interview References

	<p>Self-motivated</p> <p>Outcome focused</p> <p>Solutions orientated – an ability to apply innovation and creativity to solving problems.</p> <p>Commitment to and understanding of Health and Safety</p>		
<b>Misc/Other</b>	<p>Willingness to work outside normal hours</p>	<p>Full driving licence</p> <p>Access to own transport</p>	<p>Application Interview</p>