**ROLE SPECIFIC CRITERIA**

This document needs to be read in conjunction with the role profile.

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| **Post Title:** | Support Worker – Supported Housing |
| **Role Profile Name:** | Household Support Officer I |
| **Role Profile No:** | RP362 |
| **Role Profile Cluster:** | Household Support |
| **Date:** | 26.02.2025 |
| **Specific Qualifications & Level:** |
| Five GCSEs or equivalent including Maths and English. |
| **Specific Knowledge & Experience**:  |
| The following knowledge and experience is desirable: * Experience of supporting complex service users who have experience of homelessness and face significant barriers to achieving independent living.
* Knowledge of homelessness legislation and the issues affecting families and individuals in Supported Accommodation.
* Experience of advising on welfare rights, debt and income maximization.
* Experience of delivering coaching and training.
* An understanding of the impact of trauma and reduced life-chances on an individual’s ability to live independently.
* An understanding of the role of support in enabling independence and an ability to work effectively in partnership with a range of agencies towards this aim.
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| **Professional Memberships:** |
| NA |
| **Additional Duties Specific to this Role:** |
| You will be directly supporting former rough sleepers and complex service users to move-on to independent living. You will also be responsible for administering residents’ rent accounts. You must ensure that: complete Housing Benefit applications are submitted promptly; rent and service charge repayment plans are in place; payments are made, appropriately recorded and pursued; licence agreements and other sign-up documentation is appropriately signed and uploaded to the team’s CRM. The Support Worker – Supported Housing post is an in-person role. The post holder will be based at the Council’s supported housing scheme in Grosvenor Place, Bath but will also support with the efficient operation and management of the Council’s other supported housing and general needs social housing properties. |
| **DBS:** |  |  | **Enhanced** |
|  |  |  |  |
| **Politically Restricted:** |  |  | **No** |
| **Specify why (refer to guidance):** |  |
| **Any Other checks – please specify:** |  |
| **Driving Licence:** | **Yes** |  |  |
|  |
| **Standby/Callout:** |  |  | **No** |
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| **Budget Responsibilities:** |
| NA |
| **Revenue Budget:** | **£:** | NA |
| **Income Target:** | **£:** | NA |
| **Expenditure:** | **£:** | NA |