

**PERSON SPECIFICATION: Head Start Advisor**

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| **Essential Criteria** | **Desirable** |
| Experience of working in social housing and or support sector | An appropriate and relevant qualification in, Domestic Violence, Housing Support, Money Advice, Health and Social Care and/or wellbeing (or working towards a qualification) |
| Proven experience of working with vulnerable people | The ability to work evenings and weekends as required |
| A detailed understanding of the welfare benefits system | Ability to encourage others to participate in activities |
| A good understanding of basic budget and money advice support | An awareness of financial exclusion amongst low income and/or vulnerable customers |
| Good verbal communication skills and the ability to communicate effectively to a variety of people |  |
| GCSE (or equivalent) in English and Maths |  |
| Familiarity and confidence with IT, including Word, Excel, PowerPoint, Outlook etc |  |
| A commitment to equal opportunities and ensuring services are accessible |  |
| Understanding of the problems faced by those on a low income, and of the skills needed to sustain an effective tenancy |  |
| Ability to keep accurate records relating to customers |  |
| Ability to work on own initiative and prioritise own workload |  |
| Ability to develop, deliver and evaluate tenancy sustainability training sessions |  |
| Ability to develop, deliver and evaluate personal goal plans |  |
| Ability to employ negotiation skills successfully |  |
| To represent the organisation at multi agency meetings and debrief colleagues accordingly |  |
| To creatively work up solutions to issues |  |
| To very quickly build trust and rapport |  |