

**PERSON SPECIFICATION:**

**Independence and Wellbeing Advisor**

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| **Qualities & Competencies** | **Essential** | **Desirable** |
| **Qualifications** | A good standard of education. Minimum of GCSE level Maths and English or equivalent | Appropriate professional or vocational qualification.  CioH Supported Housing |
| **Experience** | Previous experience of working with older people and proven ability to foster a spirit of co-operation and sense of independence within this group.  Experience of adapting communication style to suit individual needs or when explaining technical information. | Up to date knowledge of Housing Benefits.  Experience in dealing with bereavement and loss.  An understanding of both housing management and support services. |
| **Knowledge, Skills & Abilities** | Good communication and interpersonal skills.  Be an effective problem solver, who can work on own initiative, with people that are displaying complex issues/ vulnerabilities.  Able to plan and manage own workload to achieve deadlines.  Able to adapt to a changing environment in a positive manner.  Ability to work on own initiative and as part of a team.  Be able to set SMART goals.  Be able to respond effectively to customer’s needs.  Good organisational skills.  A sound knowledge of tenant and landlord legislation and the rent recovery process.  Computer literate and conversant with Microsoft Office applications (e.g. Outlook, Word, Excel, SharePoint and Teams), or a willingness to learn  Ability to identify own skill gaps and request training where required  To providing the best possible service to tenants and the company.  To promote the values of Teign Housing, being respectful, resourceful, and ethical and demonstrate these values.  Working collaboratively with staff from other departments and agencies.  Willing to work outside normal working hours if required.  Acceptable DBS disclosure and subscription to the on-line tracking service.  Current clean driving licence and use of your own vehicle.  Self-motivated and positive.  Gives support to others and understands own responsibility as a team member and how own behaviour can influence others in the team.  Positive, can-do attitude |  |