

**PERSON SPECIFICATION: Hub Coordinator**

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| Qualities | **Essential** | **Desirable** |
| **Qualifications** | * Maths and English at GCSE Level or equivalent
 | CioH Supported Housing |
| **Experience** | * Awareness of the needs of an ageing client group
* Experience of dealing effectively with people
* Experience of assessment/ record keeping
* Previous experience in a front-line customer service position
* Experience of adapting communication style to suit individual needs or when explaining technical information.
* Good knowledge of digital of most commonly used Microsoft Office packages
 | Up to date knowledge of Housing Benefits.Experience in dealing with bereavement and loss.An understanding of both housing management and support services. |
| **Knowledge** | * Understanding of the approaches of dealing with people with challenging social, mental and/or physical issues
* A basic knowledge of benefits and tax credits available to older people
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| **Leadership and Development** | * Experience in supervising people
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| **Skills** | * Able to assess make sound judgements relating to a person’s needs and support requirements
* Able to use initiative to resolve problems
* Able to make and develop sound partnerships and working relationships with a range of colleagues and customers.
* Good organisational skills.
* A sound knowledge of tenant and landlord legislation.
* A sound knowledge of the rent recovery process.
* Able to write clear reports.
* Ability to work within a busy pressured environment.
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| **Customer Service** | * Positive approach to customer service (both internal and external) with a continuous improvement ethos.
* Excellent customer service skills
* Patience and the ability to stay calm in a crisis, and deal with challenging situations
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| **Working with Others** | * Experience of working with external partners/agencies-NHS
* A high level of diplomacy and tact when dealing with vulnerable adults
* A high level of confidentiality
* Experience of building effective professional working relationships
* Ability to work effectively alone or as part of a team
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| **Personal Effectiveness and Results Orientation** | * Ability to meet targets, deadlines and to deliver positive outcomes
* Willingness to positively promote service and contribute to an increase in customer numbers.
* Responsibility for making decisions using good judgement
* Ability to analyse problems and offer sound advice to customers requiring help and support
* Ability to recognise when to refer customers for further help and support
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| **Communication** | * Excellent effective communication skills-both oral and written
* Ability to explain clearly to people who may have limited sensory capacity or understanding
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| **Financial and Business Awareness** | * Required to make decisions on value for money and performance standards.
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| **Legal Compliance** | * Understanding legal requirements of the role including, but not restricted to, confidentiality and data handling.
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| **Other Requirements** | * Committed to continuing professional development.
* Acceptable DBS and barred list disclosure and subscription to the on-line tracking service.
* Current clean driving licence and use of your own vehicle.
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