

**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 |  |
| **Leadership and Development** | * Experience in supervising people |  |
| **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. |  |
| **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 |  |
| **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 |  | |
| **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 |  | |
| **Communication** | * Excellent effective communication skills-both oral and written * Ability to explain clearly to people who may have limited sensory capacity or understanding |  | |
| **Financial and Business Awareness** | * Required to make decisions on value for money and performance standards. |  | |
| **Legal Compliance** | * Understanding legal requirements of the role including, but not restricted to, confidentiality and data handling. |  | |
| **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. |  | |