

**PERSON SPECIFICATION: Head Start Advisor (Housing and Mental Wellbeing)**

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| **Essential Criteria** | **Desirable** |
| Experience of working in social housing and or support sector  Experience of working as a qualified mental health practitioner  Qualification in Mental Health Practice | 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 with complex needs | The ability to work evenings and weekends as required |
| A detailed understanding & working knowledge of the Community Care Act 2014, Children Leaving Care Act, Mental Health Act, in the context of housing | 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 |
| The ability to undertake assessment of complex needs and develop, monitor and review care and support plans in collaboration with people, their carer and other agencies |  |
| The ability to maintain own wellbeing and that of others. To be able to cope with intense emotional demands arising from working with vulnerable people experiencing difficult and distressing life situations. To seek management support as and when appropriate in order to achieve this |  |
| Ability to work well with colleagues on all levels and from other disciplines as a member of a team. Demonstrate and communicate a clear understanding of own role and that of others. Ability to influence and project manage how others prioritise their time within project delivery |  |
| The ability to use coaching skills and enabling approaches whenever possible to support people to maintain or regain independence and to encourage service users and carers to use universal services to meet ineligible and/or unmet needs |  |
| Good verbal communication skills and the ability to communicate effectively to a variety of people | Full Driving Licence |
| 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 |  |
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