

**PERSON SPECIFICATION:**

**Head Start Coordinator (Housing and Mental Wellbeing)**

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| **Qualities & Competencies** | **Essential** | **Desirable** |
| **Qualifications** | A good standard of education. Minimum of GCSE level Maths and English or equivalent  Qualification in Mental Health Practice | A relevant qualification in, Domestic Violence, Housing Support, Money Advice, Health and Social Care and/or wellbeing (or working towards a qualification) |
| **Experience** | Experience of working in social housing and or support sector  Experience of working as a qualified mental health practitioner  Proven experience of working with vulnerable people with complex needs |  |
| **Knowledge, Skills & Abilities** | A detailed understanding & working knowledge of the Community Care Act 2014, Children Leaving Care Act, Mental Health Act, in the context of housing  A good understanding of basic budget and money advice support  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 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  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 build trust and rapport very quickly  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 | The ability to work evenings and weekends as required  Ability to encourage others to participate in activities  An awareness of financial exclusion amongst low income and/or vulnerable customers  Full Driving Licence |