

**PERSON SPECIFICATION:**

**Hub Coordinator**

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| **Qualities & Competencies** | **Essential** | **Desirable** |
| **Qualifications** | A good standard of education. Minimum of GCSE level Maths and English or equivalent | CioH Supported Housing |
| **Experience** | Awareness of the needs of an ageing client group and 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.  Experience in supervising people | 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** | 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  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) |  |