

APEX HOUSING ASSOCIATION

EMPLOYEE SPECIFICATION

POSITION: Tenancy Support Worker

DATE: May 2022

CRITERIA	ESSENTIAL	DESIRABLE
EDUCATION/ QUALIFICATIONS/ ATTAINMENTS	Educated to A level /NVQ III standard with 1 years experience working with vulnerable adults in a recognised statutory, voluntary or private agency.	
RELEVANT EXPERIENCE	Experience in any one of the following areas: Social work or Social care Resettlement Youth/Community work or related support field Experience of assessing the needs of vulnerable people. Ability to work on a number of tasks simultaneously Ability to prioritise	
SPECIALIST KNOWLEDGE/ TRAINING	Knowledge of a variety of statutory and voluntary agencies Knowledge of the benefits system	Knowledge of housing issues Knowledge of mental health and substance misuse issues
PERSONAL SKILLS	Strong communication skills Ability to keep accurate casework records Strong organisational skills Negotiating skills	
DISPOSITION	Ability to build effective relationships with clients Ability to work on own initiative and work alone Ability to deal with conflict or challenging behaviour Attention to details Manage personal/professional boundaries	
CIRCUMSTANCES	*Mobile with full time access to a car	

* This criteria will be waved in the case of an applicant whose disability prohibits driving, but who is able to arrange suitable alternative arrangements

Completed application forms must be returned
Personnel and Training Department
10 Butcher Street, L'Derry, BT48 6HL