



Gatelodge, 8 Flax Street, Belfast, BT14 7EQ

PERSONNEL SPECIFICATION

Post: Tenant Welfare Officer

Analyst: Caroline Keenan-Jackson
Director of Housing & Corporate Services

Date: July 2022

Specification	Essential	Desirable
Qualifications	A 3rd Level education OR 3 years' experience (within the last 6 years) of supporting and developing communities in a social housing or community setting.	Degree Qualification in Housing related subject
Job Experience And Training	At least 2 years' experience (within the last 5 years) working to provide sustainable communities and welfare advice to vulnerable clients.	Experience of working in a social housing environment.
Specialist Knowledge	Knowledge of community and support agencies and their functions Understanding of Good Relations/Community Safety/Equality issues Knowledge of Universal Credit/ Benefits system. Knowledge of debt management, providing debt advice and supporting financial capability	Appreciation of community and social issues & effects on tenants. Knowledge of the Housing Association Guide and Regulatory Framework Knowledge of Tenant Participation strategy
Special Skills / Aptitudes	Excellent IT Skills Confident in use of a range of social media platforms Excellent interpersonal and communication skills, both verbal and written Excellent report writing skills Able to establish and participate in community engagement forums/focus groups Able to communicate with tact, empathy and sensitivity Excellent planning & organisational skills Demonstrates ability to prioritise and work to deadlines Ability to work with groups in an inclusive and participatory manner Ability to work independently and use own initiative	Knowledge of 'Supporting People' Experience of Investors in People standard. Evidence of achieving excellence in delivery of customer service

Disposition	Approachable Shows common sense and initiative Vigilant Good Team player	
Personal Circumstances	Accessible to location Flexibility to work outside normal working hours when required	
Others (specified)	Access to transport	General awareness of health and safety regulations (including fire). Awareness of confidentiality, GDPR and Data Protection Rules Awareness of legislation relating to vulnerable adults.