



Specification for Locum Support Officer

1. Experience

- 1.1 At least two years' experience of working with and supporting vulnerable people to achieve independent living.

2. Knowledge

- 2.1 An understanding of the reasons why people become homeless.
- 2.2 An understanding of the needs and challenges of young mothers and their children, and their support needs.
- 2.3 Knowledge of statutory and voluntary resources available to homeless people including knowledge of welfare benefits

3. Skills

- 3.1 Ability to take responsibility for co-ordinating support packages and proactively following up with others to ensure that all necessary tasks and activities are completed.
- 3.2 Ability to maintain good written records of work and evidence outcomes achieved with residents.
- 3.3 Ability to work as part of a team and to be able to always demonstrate professional behaviour.
- 3.4 Ability to be approachable and accessible to residents.
- 3.5 Ability to manage your own time and plan your workload to meet deadlines and commitments to residents.
- 3.6 Ability to recognise and manage your own stress, and to be willing and able to seek support.
- 3.7 Ability to communicate effectively and verbally and in writing, demonstrating a good standard of written and oral English.
- 3.8 Computer literate with competency in Microsoft Office applications.

This job specification describes the current requirements of the post. No job specification can be entirely comprehensive, and the Locum Worker will be expected to carry out such duties as may be required from time to time and are broadly consistent with the job specification. The job specification will be subject to periodic review in the light of experience.

Signed: _____ Date: _____
(Locum Support Officer)

Signed: _____ Date: _____
(Human Resources)

Ekaya Housing Association Limited



PERSON SPECIFICATION – LOCUM SUPPORT OFFICER (Accommodation Based)

1. CORE COMPETENCIES

COMPETENCY	ESSENTIAL	DESIRABLE	MEASUREMENT METHOD
Ability to develop and promote the Association's Accommodation Based Services.	✓		Application form, interview
Planning & Organising	✓		Interview
Customer Service	✓		Application form, interview
Problem Solving & Decision Making	✓		Interview
Communication	✓		Application form, Presentation

2. ROLE SPECIFIC COMPETENCIES

COMPETENCY	ESSENTIAL	DESIRABLE	MEASUREMENT METHOD
Developing Others	✓		Application form, interview
Influencing skills			Application form, interview, presentation

3. TECHNICAL COMPETENCIES

COMPETENCY	ESSENTIAL	DESIRABLE	MEASUREMENT METHOD
Good working knowledge of:- Housing Act & Supporting People Framework		✓	Application form, interview
Minimum two years' experience of providing support and practical assistance to vulnerable people within the Supporting people framework.	✓		Application form, interview
Minimum of one year's experience of working with vulnerable client group as required of the post. Essential	✓		Application form, interview
IT skills in MS Word and Excel.	✓		Application form, interview
A relevant qualification in Housing or Support Working field.	✓		Application form