

**Rochdale Borough Council  
Person Specification**

<b>Service :</b>	<b>Economy &amp; Place</b>	<b>Post:</b>	<b>Accommodation Support Worker</b>
<b>Section :</b>	<b>Strategic Housing (Property)</b>	<b>Post Number :</b>	
<b>Job Ref:</b>		<b>Grade:</b>	<b>6</b>

**Note to Applicants:**

The *Essential Criteria* are the qualifications, experience, skills or knowledge you **MUST SHOW YOU HAVE** to be considered for the job.

The *How Identified* column shows how the Council will obtain the necessary information about you. If the *How Identified* column says the **Application Form** next to an *Essential Criteria* you **MUST** include in your application enough information to show **how** you meet this criteria. You should include examples from your paid or voluntary work.

**The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.**

<b>Essential criteria</b>		<b>How Identified: AF Application Form I Interview A Assessment</b>
<b>(a) Special Working Conditions</b>		
1	Willingness and ability to work casual shifts which will be offered on a service need basis. Shifts are 8am – 4pm and 3pm – 10.30pm	I
2	Willingness to identify, undertake and actively participate in training and personal development activity	I
3	Willing and able to travel across the borough to cover at different buildings if necessary for service delivery	I
<b>(b) Qualifications and Experience</b>		
4	Good standard of education – Excellent skills in written and spoken English and mathematics	I
5	Relevant experience of working with homeless people or people with multiple disadvantage and providing them with support or advice	AF/I
6	Experience of liaising with and working alongside a variety of contacts and stakeholders and taking a multi-disciplinary approach to supporting individuals	AF/I
7	Experience of maintaining accurate records on manual and computerised systems.	AF/I
8	Experience of working to targets or key performance indicators (KPIs)	I
<b>(c) Skills and Knowledge</b>		
9	Have the ability to carry out person-centred assessments and support plans, identifying important information to determine the right service to refer individuals to	AF/I
10	Have a positive attitude with the ability to form strong working relationships with individuals and manage own reaction to challenging behaviour.	AF/I
11	Motivation and ability to work alone and alongside colleagues with minimal supervision	I
12	Ability to organise and prioritise own workload when there are competing demands on your time	I

13	Knowledge of the range of services and accommodation options available to homeless people	I
14	Awareness of the issues that contribute to homelessness and the impact homelessness has on people's lives	AF/I
15	Ability to identify Safeguarding concerns and follow procedures to report them	AF/I
16	Knowledge of the Welfare Benefits System and the challenges homeless people face in sourcing affordable accommodation	I
17	Awareness of and willingness to learn about legislation relating to homelessness and duties Local Authorities have to provide accommodation and support to homeless applicants.	I
<b>(d) Behaviours and Values</b>		
17	<p>Our corporate behaviours -</p> <ul style="list-style-type: none"> <li>• <b>Pioneering and Open</b> in our approach - we are ambitious for the people and place of Rochdale and will think creatively about how to deliver the best possible outcomes, working collaboratively with local people and partners.</li> <li>• <b>Proud</b> of the difference we make - we'll celebrate and share our achievements and act as ambassadors for the borough of Rochdale.</li> <li>• <b>Passionate</b> about the diversity of the borough - we love the diversity within our workforce and local communities and will strive for excellence in meeting their different needs and aspirations.</li> </ul> <p>Please confirm you are willing to adhere to these values and behaviours in your role.</p>	AF/I