

**HELPLINE SUPPORT WORKER (POOL)  
PERSON SPECIFICATION**

		<b>Essential</b>		<b>Desirable</b>
<b>Education/ Training</b>	<b>E1</b>	*A good standard of education with strong skills in numeracy & literacy.	<b>D1</b>	* Evidence of relevant qualification in a relevant discipline e.g. Housing / law / advice
			<b>D2</b>	* Evidence of having completed accredited money/debt advice related training.
<b>Experience/ Knowledge</b>	<b>E2</b>	* At least 1 year's full time (or equivalent part-time) experience, obtained within the last 3 years, of providing money/debt advice and housing advice to the public, using the telephone and on a face to face basis, in a social welfare context.	<b>D3</b>	* At least 6 months full time (or equivalent part-time) demonstrated experience of handling complex telephone enquiries in difficult situations.
	<b>E3</b>	*At least 6 months full time (or equivalent part-time) demonstrated experience, obtained within the last 3 years, of working in a customer/client focused environment.	<b>D4</b>	* Experience of listening and questioning with an ability to manage challenging situations.
	<b>E4</b>	* Experience of using IT Microsoft Office, databases and telephony systems and administrative procedures in a customer focused environment.		
<b>Skills/ Attributes</b>		<p>Minimum typing speed of 30 words per minute.</p> <p>Demonstrated ability to communicate effectively both verbally and in writing</p> <p>Ability to show empathy and manage the complex needs of clients</p> <p>Ability to communicate with people who are distressed</p> <p>Good interpersonal and teamwork skills</p> <p>Ability to plan and organize own workload</p> <p>Ability to work with accuracy and attention to detail with minimum supervision in a pressurised environment.</p>		Minimum typing speed of 40 words per minute.
<b>Values</b>		Understanding and commitment to the aims and values of Housing Rights Service.		
<b>Other</b>	<b>E5</b>	* Must be flexible in order to accommodate shift patterns if required.		

**\* Denotes criteria to be used in short-listing process.**