

Relief Housing Support Worker

Revised Nov 2018

Criteria	Essential	Desirable	Evidence
Experience	Awareness of the problems experienced by people who are homeless.		Application form & interview
		Experience of paid or voluntary work with asylum seekers and / or refugees.	Application form & interview
		Experience of liaison with the Job Centre and Local Authority re access to benefits.	Application form & interview
		Experience of supporting people to apply for social housing.	Application form & interview
Training	Willing to undertake relevant training.		Application form & interview
		Training related to work with the socially excluded, e.g. benefits, mental health, listening skills, safeguarding. Training related to work with people coming to the UK from abroad.	Application form
		IT skills - to be able to write letters, use spreadsheets, email and the internet.	Application form
Special knowledge	Commitment to equal opportunities and anti-discriminatory work practice		Interview

	Knowledge and understanding of the principles of health and safety and safe working practices		Interview
		Knowledge of the asylum system and understanding of the issues facing refugees immediately post decision.	Interview
Personal circumstances	Able to work occasional unsocial hours		Interview
		Car owner + a current, clean driving licence. Willing to use car for work, including taking service users as passengers and moving household goods.	Application form & interview
Disposition	Interest in and sympathy for the needs of asylum seekers and refugees		Interview
	Self-motivated – able to work alone and organise self to complete the tasks required		Interview References
	Patient, tolerant, understanding		Interview References
	Able to complete tasks accurately and quickly under pressure		References
Practical and intellectual skills	High level of written and spoken English		Application form, Exercise at interview, if deemed necessary
	Able to record details of case work accurately and handle client records		Interview References
	Able to handle money and record financial transactions		Interview