

## Person Specification – Community Engagement Assistant

<b>KEY COMPETENCIES</b>	
<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>EXPERIENCE/QUALIFICATIONS</b>	
Practical experience of Work directly with families, covering a wide range of activity (eg financial; social; and welfare support), and establishing new opportunities to develop relationships which supports participative access for local people, through volunteering initiatives.	
Experience working within a fast-paced environment	
Developing & maintaining positive working relationships, both internally & externally	
Experience in promoting and supporting Tenant Participation	
	Experience of working with voluntary committees and tenants' groups.
	Drivers Licence & access to own car
<b>KNOWLEDGE</b>	
Proficient professional knowledge, and experience, in dealing with children; families; young people; and vulnerable adults.	
Competent IT Skills (working knowledge of office 365 and Microsoft packages such as word and excel)	Working knowledge of 'Home Master' system
<b>SKILLS &amp; ATTRIBUTES</b>	
Excellent verbal & written communication skills.	
A customer centred approach.	
Excellent organisational & time management skills with the ability to prioritise work	
Have an innovative and problem-solving approach to work	
Belief in the ethos of Community Controlled Housing Associations	
An effective team player with the ability to cope with changing circumstances & demands	
Personal values should complement those of the organisations	
Flexible and resilient approach to work. The ability to work out with normal working hours (evenings & weekends) when required.	