

SOUTH DERBYSHIRE DISTRICT COUNCIL - PERSON SPECIFICATION

Directorate: Place & Prosperity	Service: Housing Services	Job Title: Sheltered Housing Support Officer
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Qualifications, Professional Membership, Technical Skills

ESSENTIAL	DESIRABLE	HOW ASSESSED
Current first aid certificate or willingness to train for it	Knowledge of the services provided by other care providing agencies e.g. SS, Health, Voluntary sector	Application Form Interview
Mobility using own transport, to travel across the District and to undertake journeys in the course of business, including attending emergency call outs.	Experience of working with older and disabled people in a support capacity	Application Form Interview
Ability to complete records and review forms and maintain accurate records in a confidential manner	Understanding of Health & Safety at Work risks and issues as they affect the Supported Housing service	Application Form Interview
The ability to be flexible & to work shifts which may include unsociable hours including night work, weekends & bank holidays.	Knowledge of the services provided by other care providing agencies e.g. SS, Health, Voluntary sector	Application Form Interview

Competency	Level	Essential	Desirable	How Assessed
Achieving Results	1	Experience of achieving goals and objectives. Ability to determine own workload and prioritise work.		Application Form Interview
Communication	2	Ability to be sensitive to the communication needs of others. Ability to ensure the accuracy of messages & communications. Ability to ask probing questions and to listen attentively.		Application Form Interview
Creative Thinking	1	Open minded when presented with a new perspective. Ability to put forward own ideas and suggestions where appropriate.		Application Form Interview
Competency	Level	Essential	Desirable	How Assessed
Customer Focus	2	Experience of providing a high standard of customer service to both internal and external customers. Ability to take ownership & personal responsibility for solving customer problems.		Application form Interview
Decision Making and Problem Solving	1	Ability to choose an appropriate course of action from a range of options. Ability to recognise the impact of their decisions.		Application Form Interview
Making Change Work	1	Ability to embrace change and adapt to fit in.		Application Form Interview

Managing Resources, Projects & Processes	1	Ability to follow procedures and complete tasks accurately.		Application Form Interview
Organisational Awareness & Commitment	1	N/A	N/A	N/A
Personal Impact	1	Demonstrates appropriate and professional behaviour. Ability to observe and listen to others.		Application Form Interview
Working Relationships	1	Experience of being a good team player and carries out their share of the work. Pursues positive relationships.		Application Form Interview
Equal Opportunities and Fairness		Ability to demonstrate a commitment to the principles of equal opportunities and fairness in service delivery and/or employment.		

Date Issued: December 2025

Issued by: Independent Living Supervisor

