

What are competencies?

Competencies are a mixture of knowledge, skills and attitudes which provide a clear description in simple language of what a person needs to be able to do to carry out his or her job effectively. They can help to:

- Enable individuals to understand more clearly what is required of them
- Demonstrate how each individual contribution helps to deliver the organisation's purpose
- Become more aware of their strengths and development needs
- Identify potential for progression

Core Competencies

These are behaviours and values which we are all expected to display. They are vital to delivering Homeless Link's strategic plan; they are important in establishing how we work together, how we treat and respect each other and, as a charity, how we can ensure we make the most from our resources. For each of these competencies clear behaviours have been identified reflecting what is expected, what high performance looks like and how poor or unacceptable performance is recognised.

Role or Grade specific competencies

Additional competencies are relevant to specific roles or grades only to reflect the seniority or 'technical' aspect of a role.

Levels

Each post is assigned to one of three levels for each competency, depending on the responsibilities of the role. Each level has description of behaviours expected from the post holder helping us to identify excellent performance looks like and how we can recognise poor or unacceptable performance. This will be discussed with new employees as part of their probationary period.



Summary of Core Competencies

Personal Contribution	Working with Others	Organisational Contribution
Personal Effectiveness: Demonstrating effective working practices, striving to deliver high performance	Teamwork: Working cooperatively, building, and nurturing strong relationships within & outside the organisation.	Resource & Project Management: Achieving results through efficient and effective management of projects and resources
Effective Communication: Demonstrates ability to communicate concisely, accurately, and persuasively verbally and in writing with a range of audiences	Stakeholder Focus: Identifying, understanding, and striving to exceed the needs of all stakeholders.	Entrepreneurial & Innovative Thinking: Generating and developing imaginative and innovative solutions and opportunities.

Role or Grade specific competencies

Personal Contribution	Working with Others	Organisational Contribution
Expert/Technical Knowledge: Demonstrating best use of required knowledge in specified field ensuring continuous learning and development.	People Management & Development: Actively leading and creating an environment to enable individuals to achieve their maximum potential	Strategic Leadership: Developing and articulating the future direction of the organisation, driving and motivating others to achieve long term goals.
		Business & Commercial Acumen: Demonstrates understanding of the commercial environment, identifying, and developing business opportunities.