

**Person Specification**

<b>JOB TITLE:</b>	Housing, Health and Welfare Officer	<b>POST NO:</b>	TBC
<b>GRADE:</b>	Subject to JE	<b>DEPARTMENT:</b>	Place and Economy
<b>HOURS</b>	37	<b>DIRECTOR:</b>	Steve Cox
<b>DIVISION:</b>	Housing Needs	<b>COMPLETED BY:</b>	<u>Sarah Scase</u>
<b>DATE:</b>	23/4/21		

<b>ATTRIBUTES</b>	<b>ESSENTIAL CRITERIA</b>	<b>DESIRABLE CRITERIA</b>
<b>KNOWLEDGE</b>	<p>An understanding of current issues affecting social housing and private housing provision in inner city areas <i>(A&amp;I)</i></p> <p>An understanding of the reasons for homelessness and the wider system of support services <i>(A&amp;I)</i></p> <p>Customer focussed with an understanding of the need to respond holistically to the needs of vulnerable clients <i>(A&amp;I)</i></p>	<p>Familiarity with Housing management information systems <i>(A&amp;I)</i></p> <p>Knowledge of full range of housing options and effective and evidence based homelessness prevention approaches. <i>(A&amp;I)</i></p>
<b>SKILLS &amp; ABILITIES</b>	<p>Communications approaches to instil an open workplace culture and confidence amongst colleagues, partners and management. <i>(A&amp;I)</i></p> <p>Ability to analyse complex issues and written material quickly, to think creatively about problems and identify solutions. <i>(A&amp;I)</i></p> <p>Positive behaviours in dealing with people, problem-solving and matching effort to job demands. <i>(A&amp;I)</i></p> <p>Excellent self-organisation. <i>(A&amp;I)</i></p> <p>Ability to plan, prioritise and achieve tasks within tight deadlines. <i>(A&amp;I)</i></p> <p>Ability to effectively use range of IT applications including databases, word processors and spreadsheets. <i>(A&amp;I)</i></p> <p>Ability to work effectively in collaboration with internal and external partners in order to develop and deliver the best possible outcomes for clients</p>	

<b>EXPERIENCE</b>	<p>Experience of delivering advice services to people in need. (A&amp;I)</p> <p>Service development and delivery that meets the needs of a diverse range of clients amidst pressures from a range of advocacy organisations. (A&amp;I)</p> <p>Ability to deal with challenging clients demonstrated by work experience (A&amp;I)</p>	Front-line housing service provision. (A&I)
<b>QUALIFICATIONS</b>	<p>A-C grade GCSE in English and Maths, or equivalent (A&amp;I)</p> <p>Evidence of continuing personal/professional development. (A&amp;I)</p>	At least a Level 3 Housing Related Qualification (A&I)
<b>PERSONAL CIRCUMSTANCES</b>	<p>Able to work outside of normal office hours including occasional weekends and bank holidays. (A&amp;I)</p> <p>Willingness and ability to travel in line with requirements of the post. (A&amp;I)</p>	
<b>EQUALITY</b>	<p>Candidates must demonstrate understanding of, acceptance and commitment to the principles underlying equal opportunities. (A &amp; I)</p>	
<b>CUSTOMER CARE</b>	<p>Knowledge and understanding of effective customer care (A &amp; I)</p>	

[ At the end of each criteria the following codes are used to indicate how the criteria will be assessed: (AI) Application / Interview, (P) Presentation, (W) Written Test.]