

Person Specification

JOB TITLE:	Rough Sleeper Prevention Officer	POST NO:	TBC
GRADE:	Subject to JE	DEPARTMENT:	Place and Economy
HOURS	37		
DIVISION:	Housing Needs	DIRECTOR:	Adrian Chapman
DATE:	25/4/22	COMPLETED BY:	Sarah Scase

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

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

[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.]