

Person Specification

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

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

EXPERIENCE	<p>Experience of delivering advice services to people in need. (A&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&I)</p> <p>Ability to deal with challenging clients demonstrated by work experience (A&I)</p>	Front-line housing service provision. (A&I)
QUALIFICATIONS	<p>A-C grade GCSE in English and Maths, or equivalent (A&I)</p> <p>Evidence of continuing personal/professional development. (A&I)</p>	At least a Level 3 Housing Related Qualification (A&I)
PERSONAL CIRCUMSTANCES	<p>Able to work outside of normal office hours including occasional weekends and bank holidays. (A&I)</p> <p>Willingness and ability to travel in line with requirements of the post. (A&I)</p>	
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.]