PERSON SPECIFICATION

Homelessness Prevention Officer

All the criteria below, both essential and desirable, will be assessed via your application form; further methods will be used to support this in the interview/selection stage should your application progress. Please refer to this document and the job description when completing your application, giving examples. A re-wording of the criteria listed will not guarantee an interview.

Method of Assessment: S - Scenario, I - Interview, P - Portfolio, T - Test, D – Documents

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Qualifications and training

Method of Assessment – D, I

Essential:

- A minimum of 5 GCSEs (including Maths and English, Grade C/4) or equivalent.
- *(GCSE 9 to 1 grade scale explained - GOV.UK link to guidance if needed)*

Desirable:

- A relevant professional qualification in administration; housing or similar vocational training.

Experience and knowledge

Method of Assessment – I

Essential:

- Experience of providing housing advice
- Experience of working with members of the public and giving information or advice
- Knowledge of housing/homelessness legislation including Housing Act 1996 and the Homelessness Reduction Act 2017.
- Experience of working with other agencies in housing and related areas

- Understanding of Tenancy law and or practice.
- A good knowledge of services, benefits and support available to applicants experiencing housing problems.

Desirable:

- Experience of Health and Safety requirements
- Experience of homelessness prevention

Specialist skills and abilities

Method of Assessment – I, T

Essential:

- An ability to interpret homelessness legislation and put this into practice.
- An ability to work with others to find solution to problems.

Desirable:

- Proven record of achieving targets and prioritising workloads for themselves.

Personal skills and attributes

Method of Assessment – I

Essential:

- Negotiation skills in resolving problems.
- Problem solving.
- Excellent verbal and written communication skills.
- Ability to empathise and communicate with applicants who have a wide range of support needs.
- Good team worker, ability to achieve results by working with others.
- Ability to work methodically to keep accurate records and produce relevant statistical information as required.
- Able to work effectively on your own initiative and be self-motivated.

Ability to use a variety of computerised packages including main Microsoft systems.

- Calm and efficient under pressure

Decision making impact and innovation

Method of Assessment – I

Essential:

- An ability to interpret homelessness legislation and put this into practice.
- Negotiation skills in resolving problems.
- Problem solving.

Fluency Duty

Essential:

- **Communication (Fluency Duty)**

This role is subject to the Fluency Duty under the Immigration Act 2016. The postholder will be required to demonstrate an appropriate level of spoken English where this is a regular and intrinsic part of the role.

This criteria applies in accordance with the statutory Fluency Duty for public facing roles

Special working conditions

Method of Assessment – I

Essential:

- Ability to work from home on a regular basis, with the requirement to attend your primary work base as and when required.

- The post may require occasional attendance at meetings and events outside of normal working hours. The post will involve cover on a rota basis in the out-of-hours homelessness service outside normal working hours, therefore a flexible working pattern within the hours for the post will be necessary.
- To work in a lone worker capacity (usually from home).
- Required to hold a valid driver's licence and access to a vehicle at all times. Alternative arrangements will be discussed with disabled applicants.
- The postholder will be required to work flexibly across Council locations within the County, services or work settings where reasonably required to meet organisational needs. This may include temporary cover to provide service continuity arising from absence, vacancies, service pressures, a pandemic, epidemic, major incident and/or emergency (not an exhaustive list). Any alternative duties will be appropriate to the employee's skills, competencies and experience.