

**Homelessness Prevention Officer**

**Part A**

The following criteria (experience, skills and qualifications) will be used to short-list at the application stage:

**Essential**

- Good knowledge of Homelessness legislation/Code of Guidance
- Experience of working in a busy and demanding environment
- Experience of meeting deadlines
- Ability of interpreting case law
- Used to interviewing and dealing with vulnerable people in challenging situations
- IT skills: knowledge of Microsoft Word, Access and Excel, including experience of entering and extracting information from databases
- Assessment, planning and organisational skills
- Ability to be able to negotiate and communicate empathetically with people whilst being sensitive to different life experiences
- Ability to carry out home visits when required
- Ability to be on call on a rota basis outside of normal working hours, including evenings and weekends

**Desirable**

- Relevant Housing qualification
- Relevant recent training
- Knowledge and understanding of the Governments Prevention Agenda
- Experience of working in a Local Authority or Voluntary Organisation
- Experience of Homelessness case working and managing a caseload
- Problem solving skills, the ability to handle problems calmly and sensitively
- Knowledge of welfare rights and benefits

**Part B**

The following criteria will be further explored at the interview stage:

- Points listed within the essential criteria in Part A
- Reliable and self-reliant, but will seek guidance appropriately
- Willingness to undertake further training as required, with a positive approach to self development
- Organisational and time management skills
- Ability to cope with change
- Ability to manage workloads to tight timescales whilst being detail conscious
- Ability to communicate clearly and effectively
- Commitment to equal opportunities
- Ability to work effectively as part of a team

**Additional Requirements**

Flexible approach to work, location, duties and hours