**Person Specification**

**Job title: Homeless Reduction Officer**

**Note to applicant - You should pay particular attention to the essential criteria below and provide evidence of how you consider you meet them as part of your application. Failure to do so may mean that you will not be shortlisted.**

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| **Essential Criteria** | | **Method of Assessment** |
| **Experience** | 1. Experience of working within a housing, homelessness or support related service | Application form/Interview |
| 2. Experience of supporting vulnerable people to achieve a ‘settled’ life and enhancing their life opportunities  3. A good track record of delivering effective solutions for homeless and vulnerable people | Application form/Interview |
| 4. Assessing vulnera  ble and homeless per  sons with housing  and support needs | Application form/Interview |
| 5. Communicating  (written & verbal) -  able to share  information, obtain  information and have  dialogue with others  either in person or  over the telephone.    6. Ability to share  information and obtain  information from  others through written  communication | Application form/Interview |
| **Skills, Knowledge, Ability (including ability**  **to develop knowledge,**  **skill or experience)** | 1. Knowledge of vulnerable and homeless people and the challenges they can face 2. Knowledge of the Homelessness Reduction Act 2017, case law and statutory guidance | Application form/Interview |
| 3. Ability to deal with people effectively and sympathetically in often difficult and sensitive situations  4. Ability to liaise with other agencies to achieve the best results for service users and all concerned | Application form/Interview |
| 5. Ability to develop,  implement and  support people  through support plans | Application form/Interview |
| 6. Ability to organise a caseload and work with minimum supervision but also be able to work as part of a team and support other colleagues in their roles | Application form/Interview |
|  | 7. Ability to persuade, negotiate and influence effectively  8. Be able to adapt behaviour to suit the situation or customer.  9. Able to deal with opinions and feelings as well as facts, figures and numerical data.  10. Able to pay attention to detail.  11. Able to see tasks through to completion, ensuring they are completed on time or to deadlines and to a high degree of accuracy.  12. Able to be innovative and creative.  13. Be socially confident and self-assured when dealing with customers to engender trust with service users | Application form/Interview |
| **Work Related Circumstances/**  **Values of the Council** | Commitment to Equal Opportunities | Application form/Interview |
| Compliance with health and safety rules, regulations, and legislation | Application form/Interview |
| Ability to meet the travel requirements of the role | Application form/Interview |