**Person Specification**

**Job title: Initial Assessment 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** |
| **Qualifications** | NVQ Level 2 or equivalent experience in a housing related setting | Application Form  |
| **Experience** | Experience of delivering telephone and face to face advice and assistance services. | Application Form / Interview |
| Experience of providing support to clients to achieve positive outcomes | Application Form / Interview |
| Experience of working in a similarly challenging role | Application Form / Interview |
| Experience of working in a homeless, housing or supported background | Application Form / Interview |
|  | Experience of liaising with internal and external organisations | Application Form / Interview |
| **Skills, Knowledge, Ability (including ability** **to develop knowledge,** **skill or experience)** | Basic knowledge of housing and homelessness legislation in particular Homeless Reduction Act 2017. | Application Form / Interview |
| Excellent verbal and written communication skills | Application Form / Interview |
| Ability to work in a fast-paced office environment  | Application Form / Interview |
| ICT skills – use of IT equipment, Microsoft Office including Teams and case management systems to record data | Application Form / Interview |
|  | Ability to work as part of a team and support colleagues to reach the end goal | Application Form / Interview |
|  | Ability to organise and prioritise workload  | Application Form / Interview |
|  | Ability to conceal emotions in the workplace, deal with difficult and sensitive situations using a caring approach  | Application Form / Interview |
|  | Excellent customer service skills  | Application Form / Interview |
| **Work Related Circumstances/****Values of the Council** | Commitment to Equal Opportunities | Application Form |
| Compliance with health and safety rules, regulations, and legislation | Application Form |
| Ability to meet the travel requirements of the role | Application Form |
|  | Requirement to work out of hours homeless service  | Application Form / Interview |