**Person Specification**

**Job title: Duty to Refer 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.**

|  |  |
| --- | --- |
| **Essential Criteria** | **Method of Assessment** |
| **Experience** | Experience of working within a housing, homelessness or support related service | Application Form / Interview |
| Experience of supporting vulnerable people to achieve a ‘settled’ life and enhancing their life opportunities | Application Form / Interview |
| Experience of creating working partnerships with partners and stakeholders who support vulnerable groups | Application Form / Interview |
| A good track record of delivering effective solutions for homeless and vulnerable people | Application Form / Interview |
|  | Assessing vulnerable and homeless persons with housing and support needs | Application Form / Interview |
| **Skills, Knowledge, Ability (including ability** **to develop knowledge,** **skill or experience)** | Knowledge of vulnerable and homeless people and the challenges they can face | Application Form / Interview |
| Knowledge of the Homelessness Reduction Act 2017, case law and statutory guidance | Application Form / Interview |
| Ability to deal with people effectively and sympathetically in often difficult and sensitive situations | Application Form / Interview |
| Ability to liaise with other agencies to achieve the best results for service users and all concerned | Application Form / Interview |
|  | Good communication skills using a variety of methods and be computer literate | Application Form / Interview |
|  | 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 |
|  | Able to be innovative and creative, persuade, negotiate, and influence effectively | Application Form / Interview |
|  | Able to deal with opinions and feelings as well as facts, figures and numerical data, also being able to pay attention to detail. | Application Form / Interview |
|  | Able to see tasks through to completion, ensuring they are completed on time or to deadlines and to a high degree of accuracy. | Application Form / Interview |
|  | 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 |
| Compliance with health and safety rules, regulations, and legislation | Application Form |
| Ability to meet the travel requirements of the role | Application Form |