**Person Specification**

**Job title: Domestic Abuse Homeless Reduction Officer**

**Salary Grade 5**

**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** | Demonstrate clear understanding of relevant legislation including Housing Act 1996, Homeless Reduction Act 2017, Code of Guidance, and current Rough Sleeping Strategies.  | Application/ Interview |
| Experience of working with domestic abuse cases in a front-line service delivery role to assist in achieving a ‘settled’ life and enhancing their life opportunities.  | Application /interview |
| Minimum of 18 months experience working in a housing, homelessness or supported related background.  | Application /interview |
| Ability to complete comprehensive Housing Needs Assessments and experience of developing Personalised Housing Plans / Support plans, liaising with internal and external agencies to ensure clients meet actions within their plans.  | Application /interview  |
| A good track record of delivering effective accommodation solutions for vulnerable, homeless customers.  | Application/ Interview |
|  | Experience of attending mutli-agency meetings such as MARAC  | Application / Interview |
| **Skills, Knowledge, Ability (including ability** **to develop knowledge,** **skill or experience)** | Be able to provide excellent customer service to customers, and deliver quality tailored services to meet outcomes and exceed expectations | Application /interview  |
| Communicating (written & verbal) - Able to share and obtain information and have dialogue with others either in person, verbally or via written communication.  | Application /interview |
| Be fully competent in the use of Microsoft Office and be able to effectively use IT and related programmes and systems to meet the communication and recording requirements of the role to ensure this information is recorded accurately.  | Application /interview |
| Able to work in a varied role with demanding goals/ targets and manage a high caseload. Ability to work both independently and as part of a team.  | Application / Interview |
| Able to critically evaluate information. Listens to others to assess requirements to respond appropriately and efficiently. | Application /interview |
| Ability to deal with people effectively and sympathetically in often difficult and sensitive situations | Application /interview |
| Ability to persuade, negotiate and influence effectively as well as having the ability to deal with both opinions, feelings, facts, figures, and numerical data. | Application /interview |
| Able to adapt to new ways of working, particularly adopting innovative and flexible methods. | Application /interview  |
| **Work Related Circumstances/****Values of the Council** | Ability to meet the travel requirements of the job. | Application /interview |
| To demonstrate the Council’s values | Application /interview |
| Compliance with health and safety rules, regulations, and legislation | Application /Interview |
| Commitment to Equal opportunities. | Application /interview  |
|  | Requirement to work out of normal office hours to contribute to the housing options out of hours service | Application /interview |