

Homelessness Prevention Officer (Housing Advice Centre)

Person Specification

We will use these criteria to assess your suitability for the job.

Essential

1. Relevant experience working in a housing, homelessness or supported related background.
2. Working knowledge or experience of homelessness case work.
3. Be able to demonstrate knowledge and a clear understanding of the relevant housing and homelessness legislation including, statutory guidance, relevant case law, policies, and procedures.
4. Experience of dealing with people effectively and empathetically in often difficult situations whilst being sensitive to different life experiences.
5. Experience of working with vulnerable people in a front-line service delivery role to assist in achieving a settled life and enhancing their life opportunities.
6. Experience of interviewing and assessing vulnerable people in challenging situations.
7. Ability to complete comprehensive housing needs assessments and developing personalised housing plans, as well as liaising with internal and external agencies.
8. Have skills to persuade, negotiate and influence effectively as well as having the ability to deal with both opinions, feelings, facts, figures, and numerical data.
9. Be able to manage a caseload of complex cases, subject to appropriate supervision.
10. Be 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.

11. Experience of working in a busy demanding environment whilst meeting deadlines and targets.
12. Able to work independently and as part of a supportive team environment.
13. Experience and ability to carry out home visits when required.

Desirable

1. Relevant housing or homelessness qualification.
2. Some knowledge and understanding of the UK asylum system and the support needs of the people within the asylum process.
3. Full driving licence.

Additional Requirements

- Flexible approach to work, location, duties, and hours.
- Committed to Council's policies and Equality and Diversity.

Our Values

Do you share our values of **proud**, **fair**, and **ambitious**?