**Post Title: Move on Officer**

**Service: Planning, Housing & Environmental Health – Housing Solutions Service**

**Reports to: Senior Accommodation Officer**

**Person Specification**

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| --- | --- | --- | --- |
| **Criteria** | **AF/I** | **Essential** | **Desirable** |
|  |  |  |  |
| **Education** |  |  |  |
| Good standard of education, minimum 5 GCSEs or equivalent including Maths and English | AF | x |  |
| Full driving licence | AF | x |  |
|  |  |  |  |
| **Knowledge** |  |  |  |
|  |  |  |  |
| Good knowledge of homelessness legislation and the code of guidance | AF |  | x |
| Good knowledge of welfare benefit system and process | AF |  | x |
| Relevant housing qualification | AF |  | x |
| Relevant recent training | AF |  | x |
| Knowledge of safeguarding | I | x |  |
|  |  |  |  |
| **Experience** |  |  |  |
|  |  |  |  |
| Experience of working in housing or a related field | AF/I | x |  |
| Experience of housing case work and managing a case load | I | x |  |
| Experience of working in a local authority or voluntary sector organisation | AF |  | x |
| Experience of working with clients to provide support and influence behaviour | I | x |  |
|  |  |  |  |
| **Skills and abilities** |  |  |  |
|  |  |  |  |
| Able to meet deadlines | I | x |  |
| Able to have empathy but persuade and support clients to take positive actions | I | x |  |
| Able to work sensitively with vulnerable clients in challenging situations including face to face | I | x |  |
| Excellent communication skills and able to communicate information and ideas clearly | AF/I | x |  |
| Ability to work with minimum supervision under own initiative and prioritise workloads | AF/I | x |  |
|  |  |  |  |
| **Computer Literacy** |  |  |  |
|  |  |  |  |
| Familiar with IT systems mainly Huume | AF/I |  | x |
|  |  |  |  |