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| **PERSON SPECIFICATION**  |
| **ROLE:****Re-Housing pathway officer** | **ESSENTIAL REQUIREMENTS** | **DESIRABLE** |
| **Qualifications**(What qualifications are needed) | * Minimum of Maths and English GCSE grade C (or equivalent).
* Basic Computer Skills: Competence in using computer systems
 | * Maths and English GCSE grade A (or equivalent).
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| **Experience**(What they know) | * Experience of working in a front-line role providing good customer service and advice to vulnerable and disadvantaged people

 * Experience working collaboratively with internal departments and external partners
* Experience engaging clients in the community, including lone working protocols
* Experience of dealing with sensitive or confrontational situations
* Confident using case management systems and Microsoft Office applications (word, Excel, Outlook).

. | * Direct experience supporting people who are homeless, at risk of homelessness, or with complex needs
* Experience working in a local authority, housing association or voluntary sector agency in an advice-giving capacity.
* Experience identifying and responding to safeguarding concerns for adults and/or children
* Have an understanding of Universal credit, Housing benefit, and support available for financial hardship.
* Experience supporting clients to access and sustain tenancies within the private rented sector through partnership working with landlords and agents
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| **Skills**(What have they done) | * Excellent verbal and written communication skills
* An understanding of homelessness legislation
* Experience in managing complex caseloads and delivering person-centred support
* Ability to keep and maintain accurate case records.
* Ability to advocate on behalf of clients
* Proficiency in using IT systems, including Microsoft office and case management systems
* Full UK driving licence and willingness to travel for client visits
 | * Strong understanding of the Housing Act 1996 (as amended), Homelessness Reduction Act 2017, and related statutory guidance
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| **Behaviours*** (Way of thinking and acting)
 | * Ability to work under pressure and manage time efficiently to meet deadlines.
* Proactive approach to problem solving and finding solutions.
* Ability to empathise with wide range of people.
* Comfortable lone working
* Ability to demonstrate firmness and resolve where necessary.
* Maintains professionalism and composure when dealing with challenging or emotionally charged situations
* Shows initiative
* Responds positively to change and is flexible in approach to meet the needs of clients and the service.
 | * Understanding of the relevant legislation in relation to homelessness
* An Understanding of welfare benefits
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