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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). |
| **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 |
| **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 |
| **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 |