

Person Specification

Post title	Assertive Outreach Officer	Grade	D
Department	Housing Options Team	Post ref	

Competencies	
<i>Please refer to the relevant competency framework for more information about the behaviour descriptors for each competency. All competencies within the relevant framework are applicable to the post and the ones that have prioritised for recruitment are detailed below.</i>	
Competency framework relevant to the post:	Assessment
Seeing the big picture	Application/Interview
Changing, learning and improving	Application/Interview
Communicating	Application/Interview
Delivering value for money and quality services	Application/Interview

Skills	Essential / Desirable	Assessment
Excellent communication skills – verbal and written	Essential	Application/Interview/Test
Excellent interpersonal skills - face to face and telephone	Essential	Application/Interview/Test
Excellent IT skills – proficient in use of MS Word, Excel and databases	Essential	Application/Interview
Creative problem solving	Essential	Application/Interview
Negotiating successful outcomes	Essential	Application/Interview

Knowledge	Essential / Desirable	Assessment
Support provision in the statutory and voluntary sector	Essential	Application /Test/Interview
Income and benefit entitlement	Essential	Application /Interview
Housing standards and management practices in the private rented sector	Desirable	Application

Homelessness legislation, regulation and service delivery	Desirable	Application / interview
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Experience	Essential / Desirable	Assessment
Supporting adults and families with complex needs	Essential	Application /Test/Interview
Private sector tenancy management	Desirable	Application/Interview
Working effectively with voluntary and statutory support services	Essential	Application/Interview

Qualifications	Essential / Desirable	Evidence
3 GCSE's (Grade A – C) including Mathematics and English or equivalent experience through employment	Essential	Application/Certificates
Housing – minimum HNC or equivalent	Desirable	Application /Certificates

Additional information / other requirements of the post
<ol style="list-style-type: none"> 1. The postholder will be required to work at Urban Road, Kirkby in Ashfield and any other locations across the Council district. 2. The working week is 37 hours and will be worked between 8:00 am to 6:00 pm, Monday to Friday in accordance with the respective departmental rota requirements.

Equality Act 2010
<p>The ways in which a disabled person meets the criteria for a post must be assessed as they would be after any reasonable adjustments required had been made. If appropriate, disabled candidates should indicate on the application form if they have needs which should be considered at the shortlisting stage.</p>