

## Person Specification

<b>Job Title</b>	Housing Inclusion Officer
<b>Grade</b>	SO2
<b>Service/Section</b>	Housing Inclusion Service
<b>Directorate</b>	Housing and Safer Communities

**Shortlisting Criteria:** Essential criteria assessed via application form should be used to shortlist.

Criteria	Essential/ Desirable
<b>Knowledge</b>	
1. Knowledge and understanding of housing and homelessness legislation and of the local authority role in preventing homelessness.	E
2. Ability to follow the legal and court process to resolve mortgage and rent arrears and an ability to advise customers, landlords and others about rights and responsibilities.	D
<b>Skills and Abilities</b>	
3. Ability to conduct interviews, to assess circumstances and needs according to legislation and policy, and to provide appropriate housing options advice and support to customers.	E
4. Ability to identify and assess needs and risks, and to develop and deliver effective support plans, and to ensure all appropriate measures are put in place to safeguard vulnerable adults and children.	E
5. Very good written and oral communication skills, including the ability to write clear and concise letters and reports.	E
6. Good case management and record keeping skills, ability to make full use of IT systems, and to work with minimum supervision and according to service objectives and performance targets.	D
7. Understanding of the role of partner agencies to support and assist vulnerable people at risk of homelessness, and ability to build and maintain effective working relations with colleagues and partner agencies.	D
8. A strong understanding and commitment to provide excellent customer care, and ability to respond	D

appropriately to customers including people who are distressed and/or with challenging behaviour.	
<b>Experience</b>	
9. Customer service experience	E
10. Experience of providing a casework service to people in need.	D
<b>Equal Opportunities</b>	
11. Understanding of and commitment to the Council's equal opportunities policies and ability to put into practice in the context of this post.	E
12. Understanding of and commitment to achieving the Council's staff values and ability to put into practice in the context of this post.	E