

Person Specification

Job Title	Homeless Engagement Worker
Grade	SO2
Service/Section	Housing Inclusion
Directorate	Housing & Safer Communities

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

Criteria	Essential/ Desirable
Knowledge	
1. Knowledge and understanding of housing and homelessness legislation and of the local authority's role in preventing homelessness.	E
2. Knowledge and understanding of eligibility and immigration, including services available to those with limited recourse to public funds.	E
3. An understanding of the requirements of the Data Protection Act and other related legislation, and the obligations on services in relation to managing and sharing service user information.	D
Skills and Abilities	
4. Ability to conduct interviews, to assess circumstances and needs according to legislation and policy, and to provide appropriate advice and support to customers.	E
5. Very good written and oral communication skills, including the ability to write clear and concise letters and reports.	D
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, in particular Drug & Alcohol services, to support and assist vulnerable people at risk of rough sleeping, homelessness, and the ability to build and maintain effective working relations with colleagues and partner agencies.	E
8. A strong understanding and commitment to provide excellent customer care, and ability to respond appropriately to customers, and work flexibly when providing support to people who may be distressed and/or present with challenging behaviour.	E

Experience	
<p>9. Experience of conducting assessments and developing, implementing and evaluating risk assessments and support plans, and to ensure all appropriate measures are put in place to safeguard vulnerable adults.</p> <p>10. Experience of working with complex service users, for example those involved in the criminal justice system, with mental or physical health needs, those with substance misuse and/or immigration issues.</p>	<p>E</p> <p>E</p>
Equal Opportunities	
<p>11. Understanding of and commitment to the Council's equal opportunities policies and ability to put into practice in the context of this post.</p> <p>12. Understanding of and commitment to achieving the Council's staff values and ability to put into practice in the context of this post.</p>	<p>E</p> <p>E</p>