

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	
<ol style="list-style-type: none"> 1. Knowledge and understanding of housing and homelessness legislation and of the local authority's role in preventing homelessness. 2. Knowledge and understanding of eligibility and immigration, including services available to those with limited recourse to public funds. 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. 	E E D
Skills and Abilities	
<ol style="list-style-type: none"> 4. Ability to conduct interviews, to assess circumstances and needs according to legislation and policy, and to provide appropriate advice and support to customers. 5. Very good written and oral communication skills, including the ability to write clear and concise letters and reports. 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. 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. 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 D D E E

Experience	
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.	E
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.	E
Equal Opportunities	
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