



# Person Specification

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St. Helens Council

**Job Title:** Homelessness Prevention & Intervention Officer

**Ref No:** PHN94

Knowledge	E = Essential D = Desirable	Identified By
1. Knowledge of, and ability to comply with safeguarding procedures	E	Application Form/Interview
2. Demonstrable knowledge of the benefits system in relation to housing	E	Application Form/Interview
3. Demonstrable in-depth working knowledge of housing and homelessness legislation as it relates to social housing tenancies and private rented housing specifically.	D	Application Form/Interview
Skills and Abilities	E = Essential D = Desirable	Identified By
4. Provide direct support to people at risk of homelessness, including empathetic and practical support and advice.	D	Application Form/Interview
5. Ability to negotiate with, and influence a wide range of people in order to achieve outcomes.	E	Application Form/Interview
6. Strong communication skills (verbal, written and listening): an ability to present information clearly, accurately and concisely to people from all backgrounds.	E	Application Form/Interview
7. Excellent time management and organisational skills, with demonstrable experience of managing and supporting a caseload and achieving targets.	D	Application Form/Interview
8. Effectively plan and organise work, including a high level of contact with clients on a day to day basis, assessing priorities and meeting deadlines.	D	Application Form/Interview
9. Proactive and able to work autonomously or as part of a team to make things happen;	D	Application Form/Interview



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10. Ability to develop and maintain effective work relationships with integrity, credibility and influence.	E	Application Form/Interview
11. Excellent IT skills and the ability to quickly learn to use new IT systems essential to the role.	E	Application Form/Interview
12. A commitment to working towards ending homelessness in the Liverpool City Region by supporting the development of new, high quality services which meet the needs of homeless people	E	Application Form/Interview
13. A commitment to providing a high quality customer service and ensuring service standards are met	E	Application Form/Interview
14. Commitment to and understanding of equal opportunities	D	Application Form/Interview
<b>Experience</b>	<b>E = Essential D = Desirable</b>	<b>Identified By</b>
15. Experience of successfully supporting individuals/families within socially excluded and disadvantaged groups	E	Application Form/Interview
16. Experience of working in a coaching/mentoring capacity	E	Application Form/Interview
<b>Qualifications</b>	<b>E = Essential D = Desirable</b>	<b>Identified By</b>
17. Relevant housing or support qualification.	D	
<b>Other Circumstances</b>	<b>E = Essential D = Desirable</b>	<b>Identified By</b>
18. Flexible approach to working hours and willingness to work flexibly as and when required.	D	Application Form/Interview
19. An ability to fulfil all spoken aspects of the role with confidence through the medium of English.	E	Interview
20. To hold a driving licence. "If an applicant cannot drive as they are precluded by disability, applicants are still welcome. Applicants are asked to provide a statement as to how they will be in a position to alternatively meet the requirements to enable the duties to be carried out effectively and efficiency with reasonable adjustments"	E	Application Form



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