



Person Specification

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St. Helens Council

Job Title: Homelessness Caseworker

Ref No: SHN82

Knowledge	E = Essential D = Desirable	Identified by
Working knowledge of housing / homelessness legislation and associated procedures	Essential	Application Form / Interview / Test
Skills and Abilities	E = Essential D = Desirable	Identified by
Strong commitment to customer care	Essential	Application Form / Interview
Demonstrable negotiation skills	Essential	Application Form / Interview
Excellent interpersonal skills / strong communication skills	Essential	Application Form / Interview
Ability to work effectively with partner agencies to achieve outcomes	Essential	Application Form / Interview
Strong IT skills and good record keeping skills	Essential	Application Form / Interview
Experience	E = Essential D = Desirable	Identified by
Minimum of two years experience in delivering housing advice / options to customers	Essential	Application Form / Interview / Test
Minimum of two years experience in related field	Essential	Application Form / Interview / Test
Experience of undertaking home visits	Desirable	Application Form / Interview
Experience of caseload management	Essential	Application Form / Interview
Experience of working with vulnerable groups	Desirable	Application Form / Interview
Qualifications	E = Essential D = Desirable	Identified by



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Qualification in housing studies or related field	Desirable	Application Form / Interview
Membership of relevant professional institution (e.g. Chartered Institute of Housing)	Desirable	Application Form / Interview
Educated to GCSE standard or equivalent level	Essential	Application Form
Other Circumstances	E = Essential D = Desirable	Identified by
Full driving licence and full access to a vehicle	Desirable	Application Form