

## **PERSON SPECIFICATION**

### **Housing and Welfare Advice Worker**

#### **Relevant Experience:**

- Experience of working with homeless and vulnerable people, in paid or voluntary capacity (E)
- Experience of working in Housing, care or voluntary sector, in paid or voluntary capacity (E)
- Experience of assessing client needs (E)
- Experience of working in a day centre, advice centre or in a day centre (D)
- Experience of working with an established private rented sector scheme (D)

#### **Skills and Abilities:**

- Experience of undertaking housing & welfare casework (E)
- Ability to prioritise and manage a busy caseload (E)
- Good communication skills, verbal and written, including report writing (E)
- Ability to act and respond calmly and in a professional manner to challenging and demanding situations and incidents (E)
- Empathy with clients (E)
- Ability to work with external agencies (E)
- Committed to social justice (D)
- Clean Driving licence (D)
- Fluency in both English and another European language (D)

#### **Educational Qualifications:**

- Good general level of education (E)

#### **Knowledge:**

- Knowledge of housing legislation relating to homeless people (E)
- Knowledge of services in – immigration, specialist debt management and welfare benefit work above Tier 1 tribunals (E)
- General knowledge of welfare benefits system and housing provision (E)
- Understanding of Christian Faith (E)
- Knowledge of poverty and homelessness issues (D)

**Key:**            E = essential            D = desirable

**08/09/23**