

PERSON SPECIFICATION

Housing and Welfare Advice Worker

Relevant Experience:	Essential (E) / Desirable (D)
Experience of working with homeless and vulnerable people with complex needs, in a paid or voluntary capacity	E
Experience of undertaking housing and welfare casework	E
Experience of assessing client needs	E
Experience of working in a day centre, advice centre or similar environment	D
Experience of working with the private rented sector	D
Skills and Abilities	
Ability to prioritise and manage a busy caseload	E
Strong verbal and written communication skills, including report writing, and the ability to communicate effectively with people from different walks of life	E
Ability to respond calmly and professionally to challenging or demanding situations	E
Demonstrated empathy and a non-judgmental approach to clients	E
Ability to work collaboratively with external agencies	E
Commitment to social justice and equality	D
Clean driving licence	D
Fluency in an additional language	D
Educational Qualifications	
Good general level of education	E
Knowledge	
Knowledge of housing legislation related to homelessness	E
General knowledge of the welfare benefits system and housing provision	E
Understanding of services related to immigration, specialist debt management and welfare benefit work	E
Understanding of and commitment to Christian ethos and values	E
Awareness of poverty and homelessness issues in the UK	D