



ADUR & WORTHING COUNCILS

Person Specification

Authority:	ADC / WBC
Directorate:	Communities
Section:	Housing: Housing Needs
Post Title:	Homelessness Intervention and Prevention Assistant
Post Number:	
Accountable to:	Homelessness Prevention Team Leader
Management responsibility for:	None
Authority to liaise with:	<p>Internal: Revenue and Benefits, Environmental Health, Safer Communities, Adur Homes, Housing Solutions, Finance, Legal.</p> <p>External: Members of the Public, other Local Authorities, Benefits Agencies, Government Departments, Registered Providers, Supported Housing Providers, Private Sector Landlords and Lettings Agents, Bailiffs, Social Services, Police, Probation Service, Health Professionals, Solicitors, other Agencies, such as advice agencies and support providers, Voluntary Sector</p>

Area	Requirements	
Qualifications	Essential	Desirable
	Educated to Level 2 or equivalent experience	
Knowledge & Experience		
(e.g. Technical, Administrative, Managerial – use one or	Detailed knowledge and understanding of Homeless Reduction Act Prevention and Relief Duties	Experience of working in a housing or related environment.

more categories as/where appropriate)	<p>Detailed knowledge of the causes of homelessness and best practice in preventing homelessness</p> <p>Detailed knowledge of available welfare benefits.</p> <p>Experience of effective partnership working which has led to positive Solutions</p> <p>Customer Service experience</p>	<p>Experience of dealing with people face to face with complex needs and displaying challenging behaviour.</p> <p>Knowledge of social housing allocation and private rented sector</p>
Skills		
Communication/ relationship	<p>Strong relationship building skills with ability to interact positively with vulnerable customers who are distressed or have complex needs.</p> <p>Ability to be supportive whilst maintaining boundaries and coaching to challenge and change behaviour.</p> <p>Listens well and takes decisive and effective action to tackle professional challenges and complex situations with high risk individuals.</p> <p>Writes clearly and succinctly, conveying key information effectively and creating a positive impact</p> <p>Speaks in a clear and confident way, getting the key points across to a diversity of audiences</p>	<p>Ability to work with a range of internal and external partners to manage and support the best outcomes for customers</p>
Analytical/ judgmental	<p>Negotiates successfully, remaining open to suggestions, whilst significantly influencing outcomes</p>	

	Reaches sound judgements after careful and systematic evaluation of relevant facts	
Planning/ organisational	<p>Good financial awareness and ability to undertake financial assessments</p> <p>Able work as part of a team and on own initiative</p> <p>Time management and organisational skills</p> <p>Able to work under pressure, prioritising work to meet service demands</p>	
IT	Solid IT skills, including competence with word processing, spreadsheets, databases and email, and the ability to learn how to use new IT applications	
Physical	Able to work across various locations	
Other	<p>An understanding of and commitment to confidentiality and professional boundaries</p> <p>An understanding of equal opportunities and how it can be applied within the role</p>	
Abilities		
Behavioural	Able to work under pressure, prioritising work to meet service demands	
	Ability to collaborate, advocate, challenge and negotiate with a wide range of people including family members, professionals, third and private sector	
Working conditions / style	Lone work, adhering to health and safety procedures as well as -risk assess situations and customer risk in a variety of situations	