



ADUR & WORTHING  
COUNCILS

**Person Specification**

<b>Authority:</b>	ADC / WBC
<b>Directorate:</b>	Communities
<b>Section:</b>	Housing: Housing Needs
<b>Post Title:</b>	Homelessness Intervention and Prevention Assistant
<b>Post Number:</b>	
<b>Accountable to:</b>	Homelessness Prevention Team Leader
<b>Management responsibility for:</b>	None
<b>Authority to liaise with:</b>	<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	Extensive knowledge and understanding of homelessness legislation and regulation	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>Experience of dealing with people face to face with complex needs and displaying challenging behaviour.</p> <p>Detailed knowledge of available welfare benefits.</p> <p>Experience of effective partnership working which has led to positive solutions</p>	Knowledge of social housing allocation and private rented sector
<b>Skills</b>		
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>	Ability to work with a range of internal and external partners to manage and support the best outcomes for customers
Analytical/ judgmental	Negotiates successfully, remaining open to suggestions, whilst	

	<p>significantly influencing outcomes</p> <p>Reaches sound judgements after careful and systematic evaluation of relevant facts</p>	
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>	
<b>Abilities</b>		
Behavioural	<p>Able to work under pressure, prioritising work to meet service demands</p> <p>Ability to collaborate, advocate, challenge and negotiate with a wide range of people including family members, professionals, third and private sector</p>	
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	
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