



Personnel Specification

Title of post: Homelessness Prevention Worker

Department/Unit: Housing

Salary: £18,795 to £21,166 (SCP 5-11)

Requirements	Essential	Desirable
Qualifications / Education / Training	GCSE English and Maths or equivalent	Relevant training in advice work
Knowledge required	Working knowledge of using windows, Microsoft office, Outlook and file management systems	Knowledge of housing, debt and Welfare Benefits law.
Experience required	Working in a professional / client facing service	Experience of working with vulnerable people
Skills and aptitudes	<p>Excellent oral and written communication skills</p> <p>Ability to relate to a wide range of clients and manage their expectations</p>	<p>Understanding of the voluntary / not-for-profit advice sector</p> <p>Ability to input information onto Case Management Systems.</p>

	<p>Ability to work with clients with complex needs</p> <p>Excellent client care skills</p> <p>Ability to prioritise own workload</p> <p>Ability to work independently</p> <p>Excellent organisation skills, including managing a caseload</p> <p>Ability to work calmly under pressure</p> <p>Ability to self-service and produce own documents</p>	
Personal qualities required	<p>Commitment to providing excellent client care</p> <p>Willingness to work co-operatively in a team</p> <p>Willingness to learn</p> <p>Commitment to professional development</p> <p>Commitment to working for clients</p> <p>Motivation to join and share ethos of Derbyshire Law Centre</p>	
Special requirements	<p>Able to drive and have access to own transport</p>	