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**Personnel Specification**

**Title of post:** Homelessness Prevention Paralegal

**Department/Unit:** Housing

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| **Requirements** | **Essential** | **Desirable** |
| **Qualifications / Education / Training** | Degree level | Relevant legal training /training in advice work |
| **Knowledge required** | Working knowledge of using windows, Microsoft office, Outlook and file management systems | Knowledge of housing, Welfare Benefits or Debt law. |
| **Experience required** | Working in a professional / client facing service | Experience of working in a legal aid agency. |
| **Skills and aptitudes** | Excellent oral and written communication skills  Ability to relate to a wide range of clients and manage their expectations  Ability to handle difficult clients  Excellent client care skills  Ability to prioritise own workload  Excellent organisation skills, including managing a caseload  Ability to work calmly under pressure  Ability to self-service and produce own documents | Able to drive or organise own transport around the catchment area  Understanding of the voluntary / not-for-profit advice sector  Ability to input information onto Case Management Systems. |
| **Personal qualities required** | Commitment to providing excellent client care  Willingness to work co-operatively in a team  Willingness to learn  Commitment to professional development  Commitment to working for claimants  Motivation to join and share ethos of Derbyshire Law Centre |  |