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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** | GCSE English and Maths or equivalent | Relevant training in advice workLaw degree  |
| **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 (customer) facing service | Experience of working with vulnerable people |
| **Skills and aptitudes** | Excellent oral and written communication skillsAbility to relate to a wide range of clients and manage their expectations, including those with complex needsExcellent organisation skills, including prioritising and managing a caseloadAbility to work calmly under pressureAbility to self-service and produce own documents | Understanding of the voluntary / not-for-profit advice sectorAbility to input information onto data base (Case Management System). |
| **Personal qualities required** | Commitment to working for clients and providing excellent client careWillingness to work independently or co-operatively in a teamWillingness to learn and to a commitment to professional developmentMotivation to join and share the ethos of Derbyshire Law Centre |  |
| **Special requirements** | Able to drive or can facilitate access to transport |  |