

Person specification

Attributes	Description:	Essential/ desirable
Education/ qualifications	Professional knowledge of working with vulnerable adults and homelessness acquired through qualification or equivalent experiential learning.	D
	The ability to draw on and apply personal lived experiences appropriately.	D
	Evidence of continuing professional development	D
Knowledge	Wide knowledge and understanding of the needs of homeless and vulnerably housed people	E
	Wide knowledge and awareness of homelessness issues.	E
	Knowledge of safeguarding	E
Experience	Experience of working with people who are homeless, at risk of homelessness, in housing need and/or living in unsatisfactory housing.	D
	Experience of effective interagency working	E
Skills and abilities	Effective communication being able to engage with and develop positive relationships with service users, colleagues, volunteers, partner agencies and members of the public.	E
	Ability to influence others	E
	Creative approaches to resolution of interpersonal issues, using de-escalation and conflict resolution approaches.	E
	Skills to undertake dynamic client assessments and triage appropriately for appropriate and relevant pathways	E
	An effective problem solver with an organised and imaginative approach to managing difficult situations.	E
	IT literate	E
	An effective team player	E
Personal attributes	Able to work flexibly	E
	Ability to work on own initiative and work well under pressure.	
	Ability to make clear, informed, consistent decisions.	E
	Ability to create a psychologically safe environment for clients	E
	Excellent organisation skills	E
	Resilience	E

	Able to deal with unpredictable client behaviours Ability to undertake light physical effort for varying periods during a shift	E E
Work related circumstances	Be able to fulfil the requirements of the post	E