

Person Specification – Housing & Wellbeing Officer

Qualifications	Essential	Desirable
English and Maths equivalent to GCSE Grade C or above	✓	
Information, Advice and Guidance qualification at level 2 or above	✓	
Project management qualifications or a minimum of 2 years' experience in this field.		✓
Knowledge and Experience	Essential	Desirable
Experience of using databases, preferably Customer Relationship Management software such as Lamplight or Charitylog	✓	
Experience of casework	✓	
Experience of recruiting, managing, and developing volunteers	✓	
Good understanding of GDPR regulations	✓	
Experience of facilitating/working with groups	✓	
Experience designing and delivering a programme of group activities both online and offline.	✓	
Proven experience of working alongside people of all ages, their families, and carers.	✓	
Knowledge of the legal and social framework within which care is provided	✓	
Experience of working with external agencies, such as local authorities, care organisations, the police, etc.	✓	
Good understanding and experience of working with minority/ diverse communities	✓	
Experience of working with MS Office, preferably including MS Teams	✓	
Strong knowledge of safeguarding protocols	✓	
Experience in conducting comprehensive initial and ongoing needs assessments	✓	
Experience in conducting risk assessments	✓	
Full understanding of the concept of confidentiality and how it applies to information sharing	✓	
Experience of working with vulnerable adults	✓	
Skills and Attributes	Essential	Desirable
Ability to keep accurate records and clearly communicate relevant information	✓	
Full driving licence (current)		✓
Willingness to undergo further training at the discretion of the Director	✓	
Excellent written and verbal communication skills, as well as advanced listening skills	✓	
Excellent telephone and on-line communication skills	✓	
Ability to empower clients to make positive changes	✓	
Ability to advocate for clients	✓	
Ability to work on own initiative as well as part of a team	✓	

Target-focused and able to work to deadlines	✓	
Excellent organisational skills	✓	
Resilient, with the ability to work well under pressure	✓	
Ability to work without constant supervision	✓	
Be willing to undergo a basic DBS check	✓	
Ability to deal sensitively with distressing or emotional situations	✓	
Be willing to visit clients in their homes on occasion, in line with the ICS Lone Working policy	✓	
Be dedicated to the principles and application of equality and diversity	✓	
Having a systematic approach to work and dedication to delivering outcomes.	✓	
Personality Profile		
Resilient and focused, driven by positive values. Somebody who is understanding, caring, proactive and creative.	✓	