EMPLOYMENT **ZONE** **R&S 2**

Person Specification

Job title:	**Section 5 Officer**
Job Family/ Grade/Level:	**PCS4, Grade 5**
Summary of role:	• Deliver an efficient and effective Section 5 Process in line with Homelessness Prevention and Statutory Homelessness Assessment to meet the Councils targets and Statutory Homelessness duties • Ensure a High Quality and efficient Section 5 process is provided to stakeholders who will include all Housing Providers, Voluntary sector organisations and a range of professionals • Work collaboratively with all parts of the Homelessness system, all Housing Providers and other stakeholders to maximize the Section 5 process • Ensure robust interfaces with relevant statutory, Voluntary, private sector and other agencies in order to provide tailored solutions to service users identified health, housing and social care needs • Ensure that all Resettlement plans are matched to RLS housing stock availability (stock and turnover information) to ensure service users do not have lengthy stays in temporary and emergency accommodation • Liaise with relevant statutory, voluntary and private sector agencies in order to maximise available accommodation and support options and to ensure tailored solutions to service user housing needs The above is not an exhaustive list of duties and you will be expected to perform tasks as necessitated by the council due to service change or change in working practices.

Criteria	Essential	Desirable	Evidence
Education, qualifications & training		SVQ Level 3/HNC (or equivalent) or a willingness to work towards qualifications Knowledge of I-World system	Application form Certificates
Skills	Self-motivated, excellent communication skills, ability to work across a range of multi agencies	Experience of working within a team setting and experience of interagency working Proficient at maintaining casenotes, files and record systems	Application form Interview References
Knowledge	Knowledge of Homeless issues and legislation	Experience of working with Homeless clients	Application form Interview

		Knowledge of Homelessness policy	References
Other	Awareness of complex needs of service users and appreciation of relevant legislation code of guidance and policies	Experience in working in a challenging and dynamic field	Application form Interview References

Competencies	Essential	Desirable	Evidence
Personal Effectiveness Influencing – Level 1	You're confident and assertive when you put your views across to other people. You back-up any suggestions you make, with facts. You're prepared to stand by your views, even if others challenge you. You're able to explain your views in different ways, if people disagree with you. You win people over by explaining why your way is the best way. You get others to agree, and commit to, an action or viewpoint. You use facts, good reasons and your own strong feelings, to get people to agree with you. You adapt the way you talk to people to make sure they understand.		Application form Interview References
Personal Effectiveness Communication – Level 2	You share relevant and important information on time, with your team. You're happy to say what needs to be said, and you're tactful when you need to be. You choose the best way of communicating (such as writing or face-to-face), and		Application form Interview References

	use the right words for your audience and situation. You speak confidently, and hold people's attention. You explain why decisions have been made and use examples to support them. You keep yourself and your team focused on the most important things, but let other people express their views. You ask people questions to check their understanding. You give a good impression of the Council when dealing with non-employees. You produce clear, concise and easily understood written communications.		
Providing Excellent Customer Service Customer Orientation – Level 2	You follow-up customer requests, to make sure actions are taken and issues resolved. You measure customer satisfaction to find out what needs to be improved. You explain to customers, how and why we can't meet their needs, and offer alternatives. You change the way you do things, to meet the needs of each customer. You spot problems and take action, as soon as possible, to stop them getting worse. You deliver more than you promised, and try to exceed expectations. You make sure that there is continuity of service, as far as possible.		Application form Interview References

Providing Excellent Customer Service Collaboration – Level 1	You're open about your own needs, and listen sensitively to other people's. You work with other people to find ways of solving problems. You work flexibly and you're happy to help other employees. You back-up team decisions and support the aims of the team. You understand that your own job, and how you do it, helps to meet the team's goals. You recognise and understand how people are different.		Application form Interview References
Leadership Initiative – Level 1	You try to meet your targets without anyone reminding or pushing you to do so. You're happy to take responsibility for things, and to be held to account by other people. You try hard to make things better. You're able to do things on your own, especially when there's no manager around. You work in the best way, acting as a role model, so that other people can see how they should do things.		Application form Interview References