

Person Specification
Housing and Welfare Advisor

Notes to candidates:

The person specification is a picture of skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the short-listing and interview processes for this post. Candidates are encouraged to answer the essential list below to the best of their ability.

	Essential	Desirable
A. Experience and Qualifications		
	Significant experience of providing 1-1 specialist legal advice and information on housing and welfare benefits.	Experience of using Advicepro
	Experience of managing your own caseload.	
	Experience using a case management system.	
	Experience of working for advice organisations	
B. Skills and Abilities		
	Ability to work on your own initiative and with limited support.	
	Ability to carry out independent and varied case work, work under pressure and problem solve.	
	The ability to prioritise, organise and manage workload effectively whilst dealing with unplanned interruptions.	

	Excellent verbal and written communication skills, including listening skills.	
	To have the ability to work in a flexible way.	
	Excellent numeracy, literacy, and administrative skills;	
	Ability to liaise and work effectively in partnership with a wide range of stakeholders	
	Strong IT skills, including a thorough knowledge of Microsoft Office and Google Suite	
	Organised, with good attention to details and exceptional record keeping skills	
C. Knowledge and Understanding		
	Up to date knowledge of the law relating to housing, welfare benefits and rights	Knowledge of the law relating to debt advice
	Up to date knowledge and understanding of asylum seekers, refugee and migrants' issues.	Knowledge and understanding of legislations relevant to refugees, asylum seekers and migrants
	Knowledge and understanding of the voluntary sector.	
	Understanding of the need for client confidentiality	
	Awareness of issues and barriers faced by refugees, asylum seekers and	

	migrants in accessing appropriate services and support.	
	Cross-cultural sensitivity to and understanding of the needs of refugees and migrants.	
	Comprehensive understanding of and commitment to equal opportunities to ensure that equalities and diversity issues are integrated into all aspects of the project.	
D. Personal attributes		
	Highly motivated, confident and ability to work independently or as part of a team.	Speaker of a refugee language
	The ability to empathise and support people going through difficult times	
	Highly motivated and able to take the initiative	
	To be willing to continue updating own knowledge and skills; including learning of new systems where required	
	Good diplomatic skills	
	Commitment to ensuring that services are delivered in a timely manner and to a high quality standard.	
	To have a positive professional work attitude	