

Engagement Worker – 2B Employee Specification

The short listing and interview panel will consider how you meet the following competencies. Please take care in your written statement in support of your application that you address each of the Role Specific and Organisational competencies outlined below:

1. Role Specific Competencies		How will this be assessed
1.1 Essential	Experience of working in an environment providing advice and assistance to members of the public.	Application and interview
1.2 Essential	Experience of keeping clear, accurate and up to date client records.	Application and interview
1.3 Essential	Experience of liaison and negotiation with other professionals and agencies.	Application and interview
1.4 Essential	An awareness of Safeguarding Children and Adult at Risk Procedures.	Application and interview
1.5 Essential	An understanding of the needs of people who are homeless or in housing need.	Application and interview
1.6 Essential	Experience of office administration systems.	Application
1.7 Desirable	Experience of working in a housing advice work or housing support related setting	Application and interview
1.8 Desirable	Knowledge and understanding of relevant Housing and homelessness legislation.	Application and interview
1.9 Desirable	Knowledge and understanding of current welfare benefits provision	Application and interview

2. Organisational Competencies		How will this be assessed
2.1 Essential	Ability to respond to the needs of vulnerable people in a non-judgemental way.	Application and interview
2.2 Essential	Ability to work to time schedules and be responsive to urgent or changing priorities.	Application and interview
2.3 Essential	Ability to cope with the pressures of assisting clients who are experiencing difficult and stressful life issues.	Application and interview
2.4 Essential	Ability to work on own initiative; learn from experience and the ability to follow supervisory guidance.	Application and interview
2.5 Essential	Ability to communicate assertively with a wide range of people.	Application and interview
2.6 Essential	Literate and numerate to a good standard with the ability to produce good quality written communications.	Application and interview
2.7 Essential	Have a flexible approach and ability to work effectively as part of a team.	Application and interview
2.8 Essential	A willingness to learn and undertake training.	Application and interview
2.9 Essential	Awareness of and an understanding of issues surrounding confidentiality and professional boundaries.	Application and interview
2.10 Essential	Awareness of and commitment to the implementation and development of Equality, Diversity and Inclusion policies and practices.	Application and interview