**Awareness** some knowledge or skills sufficient to show aptitude and the ability to learn in the particular work area

**Significant**  knowledge and skills gained through practice and/or qualification sufficient to fulfil the role requirements

**Extensive** knowledge and skills gained through practice and/ or qualification to fulfil the role requirements and contribute to training others and developing policy and practice in the work area

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| **PERSON SPECIFICATION -**  **SKILLS AND KNOWLEDGE** | **SKILLS AND PERSONAL QUALITIES NEEDED** | **Req’d** | | | **Level** | | | **ASSESSMENT METHOD**   * APPLICATION * INTERVIEW * TESTING * REFERENCE |
| **Essential** | **Desirable** | **Awareness** | | **Significant** | **Extensive** |
| **EXPERIENCE, KNOWLEDGE AND UNDERSTANDING** | * Significant experience of working in a problem solving context with individuals and organisations. * Substantial experience of liaising and negotiating with statutory and voluntary organisations in a management role. * Understanding of homelessness prevention and front facing support including the complexity and sensitivity of the needs of rough sleepers. * Understanding of the particular needs of people with mental health problems, long term health issues, offending backgrounds and people with a history of problem alcohol or substance use. This should include knowledge of theories /treatments/ interventions which help to understand the difficulties people face and how to support them in their journey toward independence. * Good research, analytical and problem solving skills. Using these to develop solution focused recommendations tailored to key performance indicators. * Sound IT skills and experience of monitoring and informing management systems. | **X**  **X**  **X**  **X**  **X** | **X** | **X** | | **X**  **X**  **X**  **X** | **X** | **APPLICATION, INTERVIEW & REFERENCE** |
| **COMMUNICATION &**  **INTERPERERSONAL**  **SKILLS** | * Excellent communication and interpersonal skills. The ability to tailor approach to different audiences and establish rapport, credibility and collaborative relationships.      * Ability to write high quality reports. * Ability to drive change, influence others and build positive, respectful and professional relationships. * Ability to challenge appropriately and respectfully, and to manage conflict constructively. * Ability to work fairly and without prejudice across, and with, all members of the Oxfordshire Alliance. | **X**  **X**  **X**  **X**  **X** |  |  | | **X**  **X**  **X**  **X** | **X** | **APPLICATION & INTERVIEW** |
| **PLANNING AND ORGANISING WORK** | * Ability to coordinate and project manage the setup, implementation and development of large projects working to timescales * Ability to prioritise work and plan accordingly, including managing several competing demands | **X**  **X** |  |  | | **X**  **X** |  | **APPLICATION, INTERVIEW & REFERENCE** |
| **ATTITUDES** | * Commitment to maintaining the highest professional standards, demonstrating integrity and reliability with clients, colleagues and other agencies * Personal values align with the values of the Oxfordshire Homelessness Alliance      * Commitment and solution focused approach to partnership working, providing the best possible services to people who have been or are at risk of becoming homeless, ensuring that vulnerable people’s rights are upheld. | **X**  **X**  **X** |  | **X** | | **X**  **X** |  | **APPLICATION & INTERVIEW** |
| **PROBLEM-SOLVING**  **Using initiative to overcome problems** | * Ability to identify constraints and inefficiencies within existing processes and procedures, and to offer alternatives. * Ability and desire to find creative solutions to common and unexpected issues which meet outcomes for clients. | **X**  **X** |  | **X** | | **X** |  | **APPLICATION & INTERVIEW** |
| **ACCOUNTABILITY AND RESPONSIBILITY**  **Undertakes tasks without supervision** | * Ability to self-start and work independently and to work effectively as a team player * Can work to meet deadlines ensuring time frames and key outcomes are achieved | **X**  **X** |  |  | | **X**  **X** |  | **APPLICATION & INTERVIEW** |
| **PERSONAL DEVELOPMENT** | * Drive and enthusiasm to engage positively in team meetings and take opportunities for self-development. | **X** |  | **X** | |  |  | **APPLICATION & INTERVIEW** |
| **EQUALITY & DIVERSITY** | * Commitment to the implementation of equal opportunities policies in all areas of work, and to challenging discrimination whatever its source. | **X** |  | **X** | |  |  | **APPLICATION & INTERVIEW** |
| **MANAGING RISK** | * Knowledge of Safeguarding and ability to apply relevant policy and procedures**.** | **X** |  |  | | **X** |  | **INTERVIEW** |
| **MANAGING CHANGE** | * Understanding of the need for change, responding positively and creatively with a constructive response and influence on others. |  | **X** | **X** | |  |  | **INTERVIEW & REFERENCE** |

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| **Signed - Job holder** | **Signed - Line Manager** | **Signed - Operations Manager** | **Date** |
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