We’re looking for an empathetic, organised and confident individual to join our Homelessness Prevention, Advice and Resettlement Team as a Housing Assessor. As the first point of contact, you’ll play a vital role in helping people facing housing difficulties across Dorset.

**What you’ll be doing**  
In this fast-paced, customer-focused role, you’ll carry out detailed assessments, gathering essential documentation and evidence to support people under the Homelessness Reduction Act. You’ll manage sensitive and complex cases with professionalism, always aiming to prevent homelessness wherever possible.

Your responsibilities will include:

* conducting thorough interviews to assess housing need
* identifying appropriate homelessness prevention tools and support
* working closely with customers and partner agencies
* gathering and verifying key documentation
* making sound, legally-informed decisions under pressure
* maintaining accurate and timely case records

**What’s in it for you**  
This is a rewarding and meaningful role where you’ll be supported to grow your skills and knowledge in housing legislation and prevention. You'll be working as part of a team that genuinely changes lives, with training and support every step of the way.

You’ll benefit from:

* a permanent, full-time role with flexible hybrid working
* a supportive team committed to making a difference
* comprehensive training in housing legislation and practice
* opportunities to develop professionally in a specialist field
* generous leave and pension entitlements
* job security and a clear purpose in your work

**What we’re looking for**

* experience in a customer-focused or confidential environment
* strong communication, negotiation and conflict resolution skills
* ability to gather and analyse information quickly and objectively
* understanding of housing and homelessness legislation (or a willingness to learn)
* a calm and professional approach under pressure

If you care about helping others and want to support people at one of the most challenging points in their lives, this could be the role for you.