**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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| **SUPPORT WORKER** | | | | | | | | |
| **PERSON SPECIFICATION -**  **SKILLS AND KNOWLEDGE** | **SKILLS AND PERSONAL QUALITIES NEEDED** | **Req’d** | | | **Level** | | | **ASSESSMENT METHOD**   * APPLICATION * INTERVIEW * TESTING * REFERENCE |
| **Essential** | **Desirable** | **Awareness** | | **Significant** | **Extensive** |
| **TECHNICAL KNOWLEDGE AND QUALIFICATIONS** | * Good level of general education. * Will demonstrate an ability to be able to research and seek information for alternative move on accommodation. * Experience of working with people experiencing mental health and additional needs. * Knowledge of Microsoft Office, Outlook, and Word. * Ability to keep accurate, current, casework records and maintain information systems. * Experience of completing strength base support planning. | **X**  **X**  **X** | **X**  **X** |  | | **X**  **X**  **X** |  | **APPLICATION, INTERVIEW & REFERENCE** |
| **COMMUNICATION** | * Excellent communication both written and oral. * Ability to listen and identify issues and or concerns. * The ability to converse at ease with clients, other staff, members of the public and provide advice, reason and explain. * Ability to build professional relationships with housing, mental health, adult social care services and other agencies; be able to persuade and negotiate to achieve outcomes. * Ability to build effective client relationships and work with clients in a non-patronising and respectful way, incorporating planning and review. | **X**  **X**  **X**  **X**  **X** |  |  | | **X**  **X**  **X**  **X**  **X** |  | **INTERVIEW & TESTING** |
| **KNOWLEDGE AND UNDERSTANDING:** | * Some understanding of the Housing and Welfare Benefits system, particularly as it relates to people experiencing mental health and substance misuse, and more importantly willingness and ability to learn. * Some understanding of trauma informed care. * Some understanding of the issues faced by people with support needs, particularly those which might arise when dealing with people in a supported housing setting. | **X** | **X**  **X** | **X**  **X**  **X** | |  |  | **INTERVIEW** |
| **PLANNING AND ORGANISING WORK** | * Ability to identify prioritises of work and plan accordingly. * Experience of proactively reacting to clients experiencing a crisis. * Able to self motivate and meet set deadlines. | **X**  **X** | **X** |  | | **X**  **X**  **X** |  | **INTERVIEW & REFERENCE** |
| **INFLUENCING AND INTERPERSONAL SKILLS** | * Ability to provide information, advice and support to people experiencing mental health and complex needs (including those with disabilities) their families and other professionals. * Will demonstrate experience of building positive, successful professional relationships and networks with individuals, teams and partner organisations. | **X** | **X** |  | | **X**  **X** |  | **APPLICATION & INTERVIEW** |
| **PROBLEM-SOLVING**  **Using initiative to overcome problems** | * Ability to find creative solutions to achieve outcomes for vulnerable people. | **X** |  |  | | **X** |  | **INTERVIEW** |
| **EQUALITY & DIVERSITY** | * Some understanding of the differing support needs of people of different sex, class, age, ethnic origin, sexuality, gender reassignment, religion, and disability [HIV status]. | **X** |  | **X** | |  |  | **APPLICATION & INTERVIEW** |
| **MANAGING RISK** | * To be able to apply relevant policy and procedures including child and adult safeguarding * Ability to maintain confidentiality and professional boundaries with clients. * To be able to assess risk, encourage positive risk taking and choice and control | **X**  **X** | **X** | **X**  **X** | | **X** |  | **INTERVIEW** |
| **MANAGING CHANGE** | * To understand the need for change, to respond positively and creatively applying a constructive response and influence to others. | **X** |  |  | | **X** |  | **INTERVIEW & REFERENCE** |
| **OTHER** | * Ability to work under own initiative with a good level of accuracy. * Ability to work with numbers to help support clients to budget to achieve and sustain move on accommodation. * Full driving licence and access to own vehicle at work | **X**  **X** | **X** | **X**  **X**  **X** | |  |  | **APPLICATION & INTERVIEW** |

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| **Joanne Simpkins**  **Human Resources Manager** | **Nicky Thompson**  **Operations Manager** |  | **January 2022** |
| **Signed – HR Manager** | **Signed - Operations Manager** | **Signed - Line Manager** | **Date** |