

PERSON SPECIFICATION

In this section the Skills, Knowledge, Qualification and Competency requirements to perform the role to a satisfactory standard are set out. The extent, nature and level of the role holder's knowledge and skills should be specified

PERSON SPECIFICATION - SKILLS AND KNOWLEDGE	SKILLS AND PERSONAL QUALITIES NEEDED
KNOWLEDGE, SKILLS & EXPERIENCE	<ul style="list-style-type: none"> ▪ Lived experience or professional experience working with people with complex needs, ex- offenders, mental health, substance misuse or a similar environment. (E) ▪ Ability to research, seek information about local community resources. (E) ▪ Good working knowledge of Microsoft Office, Excel and Word. (E) ▪ Experience of recording information and maintaining records. (E) ▪ Understanding of the housing and welfare benefits system. (D) ▪ Ability to support clients to understand rent statements, benefits, bills, budgets or other finances. (E) ▪ Some understanding of the causes of homelessness. (E) ▪ Some understanding of the different support needs of a diverse range of people. (E) ▪ Some understanding of the issues faced by people with support needs particularly those which might arise when dealing with clients in a community setting. (E)
COMMUNICATION	<ul style="list-style-type: none"> ▪ The ability to build effective working relationships with clients, other staff, and members of the public. (E) ▪ Experience of working empathetically and in a person-centred manner with people with a wide range of people. (E) ▪ Ability to actively listen, identify issues and or concerns. (E) ▪ Ability to communicate clearly verbally and in writing. (E) ▪ Ability to work with clients in a non-patronising and respectful way, incorporating support planning and review. (E) ▪ Able to maintain professional boundaries. (E)

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PLANNING AND ORGANISING WORK	<ul style="list-style-type: none"> ▪ Ability to identify, prioritise and plan work accordingly. (E) ▪ Uses own initiative. (E) ▪ Good organisational skills. (E)
INFLUENCING AND INTERPERSONAL SKILLS	<ul style="list-style-type: none"> ▪ Ability to support people to understand their finances, budgets, tenancies. (E) ▪ Ability to signpost and support people to access additional services and networks. (E) ▪ Ability to work with a wide range of professionals and organisations in a variety of forums. (E)
PROBLEM-SOLVING	<ul style="list-style-type: none"> ▪ Ability to find creative solutions to meet outcomes for clients. (E) ▪ To represent the organisation at in a number of different forums. (E) ▪ Ability to challenge appropriately and manage conflict constructively. (E) ▪ Ability to be resilient, and deal with stressful, pressured and conflicting situations. (E)
ACCOUNTABILITY AND RESPONSIBILITY	<ul style="list-style-type: none"> ▪ Will demonstrate ability to self-start and work independently, works effectively as a team player. (E) ▪ Can work to meet deadlines ensuring time frames and outcomes are met. (E) ▪ Maintain confidentiality at all times, with the exception of anything covered in Connections Support whistleblowing and Safeguarding policies and procedures. (E)
PERSONAL DEVELOPMENT	<ul style="list-style-type: none"> ▪ Attend and engage in team meetings, self-development opportunities and supervision. (E) ▪ Work with the team and management group to develop the role of support worker and the team. (E) ▪ Commitment to providing the highest professional standards and demonstrating integrity and reliability with clients, and the wider organisation. (E) ▪ Willingness to learn IT skills. (E)
EQUALITY & DIVERSITY	<ul style="list-style-type: none"> ▪ Will demonstrate a commitment to the Mission, Vision, and Values of Connection Support. (E) ▪ Will promote and uphold Equality, Diversity, Equity and inclusion principles and practices. (E)

COMPETENCIES REQUIRED – All role holders must be able to comply with the Connection Support's Mission, vision, values, policies and procedures

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MANAGING RISK	<ul style="list-style-type: none"> ▪ To follow Safeguarding and whistleblowing policies and procedures. (E) ▪ To be able to assess risk, encourage positive risk taking and choice and control for clients. (D) ▪ To ensure the safety of yourselves, colleagues and clients by following Health and Safety policies and procedures. (E)
MANAGING CHANGE	<ul style="list-style-type: none"> ▪ To understand the need for change, to respond positively and creatively applying a constructive response and influence to others. (E)
Other	<ul style="list-style-type: none"> ▪ Ability to visit people in their own homes within the community. Driver's licence and access to a vehicle will be required. (E)

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