

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"> ▪ Experience of working in homelessness, housing, mental health, substance misuse, ex-offenders or similar(E) ▪ Experience of working with people who are experiencing mental health issues, and/or complex needs. (D) ▪ Experience in supporting with situations that may be challenging. (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)
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 (E)
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)

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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 service users (E) ▪ To represent the organisation at in a number of different forums (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)
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)
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)
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 (E) ▪ 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"> ▪ Driver's licence and access to a vehicle. (E)

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