

In this section the Skills, Knowledge, Qualification and Competency requirements to perform the role to a satisfactory standard are set out.

PERSON SPECIFICATION - SKILLS AND KNOWLEDGE	SKILLS AND PERSONAL QUALITIES NEEDED
EXPERIENCE, TECHNICAL KNOWLEDGE AND QUALIFICATIONS	<ul style="list-style-type: none"> ▪ Experience of people in one of the following client groups: homelessness, mental health, drug/alcohol work, social work, work with ex-offenders. (E) ▪ Some understanding of the Housing and Welfare Benefits system, particularly how it relates to Connection Support main client groups, and more importantly willingness and ability to learn. (D) ▪ Some understanding of the causes of homelessness and the challenges securing appropriate housing in Oxfordshire. (E) ▪ Some understanding of the differing support needs of people of different sex, class, age, ethnic origin, sexuality, gender reassignment, religion, disability and HIV status. (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"> ▪ Excellent communication and interpersonal skills. (E) ▪ The ability to converse at ease with clients, other staff, members of the public and provide advice, reason and explain. (E) ▪ Ability to maintain professional support work relationships with awareness of personal boundaries. (E) ▪ A commitment to providing the best possible support to people who have experienced homelessness, people with mental health support needs, learning disabilities, ex-offenders and people with substance misuse issues. (E)
PLANNING AND ORGANISING WORK	<ul style="list-style-type: none"> ▪ Ability to identify and prioritise work and plan accordingly. (E) ▪ Experiences of working in a complex environment, able to self-motivate and meet set deadlines. (E) ▪ Ability to adapt to competing demands and priorities. (E)

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INFLUENCING AND INTERPERSONAL SKILLS	<ul style="list-style-type: none"> ▪ Ability to motivate and build clients self-belief. (E) ▪ Ability to work in a non-judgemental way. (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"> ▪ Will demonstrate experience of building positive, successful professional relationships and networks with individuals, teams and partner organisations. (E) ▪ 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 and to work effectively as a team player. (E) ▪ Can work to meet deadlines ensuring time frames and performance indicators are achieved. (E)
PERSONAL DEVELOPMENT	<ul style="list-style-type: none"> ▪ Attend and engage in team meetings and 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 procedures. (E)
OTHER	<ul style="list-style-type: none"> ▪ Resilient and able to deal with stressful, pressured and conflicting situations. (E) ▪ Willingness to attend training and share skills within the team. (E) ▪ Drivers Licence and access to a vehicle. (E)

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