

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
EXPERIENCE, UNDERSTANDING & KNOWLEDGE	<ul style="list-style-type: none"> ▪ Will demonstrate an ability to be able to research and seek information about local community resources via IT systems. (E) ▪ Experience of working with young people (16 -24), mental health, substance misuse or managing challenging situations. (E) ▪ Knowledge of Microsoft Office, in particular Outlook and Word. (E) ▪ Ability to keep accurate, current, casework records and maintain information systems. (E) ▪ Some understanding of the Housing and Welfare Benefits system, particularly as it relates to young people, and more importantly willingness and ability to learn. (D) ▪ Some understanding of trauma informed care. (D) ▪ Some understanding of the issues faced by people with support needs, particularly those which might arise when dealing with young people in a supported housing setting. (E)
COMMUNICATION	<ul style="list-style-type: none"> ▪ Excellent communication both written and oral. (E) ▪ Ability to listen and identify issues and or concerns and remain calm in challenging situations. (E) ▪ Awareness of de-escalation techniques. (D) ▪ The ability to converse at ease with clients, other staff, members of the public and provide advice, reason and explain. (E) ▪ Ability to build professional relationships with schools, colleges and other agencies; be able to persuade and negotiate to achieve outcomes. (E)

COMPETENCIES REQUIRED – All role holders must be able to comply with the Connection Support's core competency requirements which include communication, respect for others, customer service, drive for results, delivering the promise and continuous personal development.

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	<ul style="list-style-type: none"> ▪ Ability to build effective client relationships and work with clients in a non-patronising and respectful way, incorporating planning and review. (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. (D) ▪ Able to self-motivate and meet set deadlines. (E)
INFLUENCING AND INTERPERSONAL SKILLS	<ul style="list-style-type: none"> • Ability to provide information, advice and support to young people (including those with disabilities) their families and other professionals. (E) • Will demonstrate experience of building positive, successful professional relationships and networks with individuals, teams and partner organisations. (D)
PROBLEM-SOLVING	<ul style="list-style-type: none"> ▪ Ability to find creative solutions to achieve outcomes for young people. (E)
EQUALITY & DIVERSITY	<ul style="list-style-type: none"> ▪ Some understanding of the differing support needs of people of different sex, class, age, ethnic origin, sexuality, gender reassignment, religion, and disability [HIV status]. (E) ▪ 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 be able to apply relevant policy and procedures including child and adult safeguarding. (E) ▪ Ability to maintain confidentiality and professional boundaries with clients. (E) ▪ To be able to assess risk, encourage positive risk taking and choice and control. (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 work under own initiative with a good level of accuracy. (E)

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	<ul style="list-style-type: none">• Ability to work with numbers in order to help clients understand rent statements, welfare benefits, bills, budgeting etc. (E)• Full driving licence and access to own vehicle at work. (E)
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