

Person Specification: Supported Housing Worker

Essential

- Knowledge, Education, Qualifications and Attainments –
 - A good standard of general education (numerate and literate).
 - A willingness to train to increase knowledge base.
- Experience –
 - Familiar with standard office IT and to be confident in the use of Microsoft Word and E-mail.
 - Familiar with an administrative environment.
 - Writing letters and other supporting documentation.
 - Working in a team.
 - Delivering excellent customer care.
 - Working within a policy and procedure framework.
- Skills and Competencies –
 - To be comfortable with lone working.
 - To possess excellent interpersonal skills and the ability to communicate and liaise effectively with a wide range of stakeholders.
 - To be able to communicate effectively, both verbally and in writing.
 - To be self-motivated and able to take responsibility and to use initiative.
 - To possess excellent organisational and time management skills.
 - To be able to manage a complex client workload.
 - To carry out basic building maintenance.
 - To be flexible as the work and role desire to deliver a client-focussed approach.
 - To have a patient and understanding nature and to treat others with respect and in a non-judgemental manner.
 - To be a team player.
 - To fully respect client confidentiality and act in an ethical manner at all times.
 - To work with an attention to detail and maintain accurate records.
 - To keep calm under pressure and be able to prioritise workload.
 - To be able to work in a supportive and facilitative capacity with people from all backgrounds who often have chaotic backgrounds.
 - To be trustworthy and dependable.
 - To be able to develop a rapport with a variety of, often complex, clients in conjunction with constructive and empathic working relationships, whilst demonstrating an awareness of cultural and religious needs.
 - A desire to learn within the role and be committed to personal development.

- Physical abilities and circumstances
 - Able to attend some meetings out of office hours.

Desirable

- Qualifications/Attainments –
 - Microsoft Word and Excel NVQ level 2.
- Experience –
 - Working with people who have:
Enduring mental health problems.
A history of homelessness.
A learning disability.
Complex issues.
 - Working in a supported housing or hostel setting.
 - Handling money.
 - Effective key working.
 - Undertaking client risk and need assessments.
 - Effective inter-agency working.
- Skills and Competencies –
 - Creative and problem solving approach to work.
 - Able to employ a range of approaches to engage people.
- Knowledge –
 - An understanding of the benefits system.
 - Knowledge of databases.
 - A working knowledge of Health and Safety and safeguarding, and a commitment to personal accountability.