



Waking Night Support Worker

Shore House

Person Specification

Ref: 792

This post requires that the post holder has the following skills and experience to fulfil the job description. Please address yourself to the points marked * and explain clearly how your experience and knowledge meets each of these requirements.

Experience

- * 1 **Working with people with complex mental health needs and substance misuse issues.**
- * 2 **Providing person-centred support to people at times of increased need and/or risk, and the ability to remain focused and resilient when dealing with difficult situations.**
- 3 Experience of needs and risk assessment.

Skills/Ability/Knowledge

- 4 Knowledge of the associated support needs of people with mental health and substance misuse issues.
- 5 A good understanding of housing management, including health and safety.
- * 6 **Ability to inspire and motivate change in people who may be difficult to engage**
- * 7 **Ability to remain focused and calm in the event of an incident, including writing of case notes and incident reports.**
- 8 Ability to work as a supportive and effective team member.
- 9 Ability to communicate effectively with clients, colleagues and other professionals.
- 10 Computer literate with a competent working knowledge of using databases and Microsoft Office programmes including Word, Outlook and Excel, and ability to be self-sufficient in terms of administration.
- * 11 **Ability to set boundaries, challenge appropriately and manage conflict constructively.**

Attitudes

- * 12 **Empathy with people with mental health issues and complex support needs and the ability to deal sensitively with clients in distress.**

- 13 A commitment to personal development.
- 14 Commitment to the development and implementation of Equal Opportunity Policies