



Support Worker

Route One

Person Specification

Ref: 919

Fixed Term Contract Ending 30th April 2020

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.

Essential Experience

- * 1 **Significant experience of working with clients living in supported accommodation with mental health and/or substance misuse issues.**
- * 2 **Experience in support planning with clients, including setting realistic and attainable goals.**
- 3 Experience and understanding of risk management, health and safety, and the ability to implement policy and protocol.
- 4 A thorough understanding of safeguarding issues in relation to adults and children and the ability to apply these in practice.
- 5 Experience of managing a client caseload, and writing accurate case notes and reports
- * 6 **Experience of devising, updating and reviewing robust risk assessments, and coordinating crisis management work which may require out of hours working.**
- 7 Experience of multi-agency working and joint-support/risk planning, with statutory mental health services.
- * 8 **Experience of working in partnership with a range of agencies including voluntary and statutory sector.**

Skills/Ability/Knowledge

- * 9 **Understanding of housing management / tenancy issues, including health and safety checks, and license agreements.**
- * 10 **Experience of preparing and supporting clients to move on to independent accommodation and an awareness of housing options, including accessing Private Rented Sector accommodation**
- 11 Knowledge of mental health, substance misuse, and appropriate support interventions.
- * 12 **Ability to utilize trauma informed practice using a range of techniques including Coaching and Motivational Interviewing within the PIE framework.**
- 13 Ability to provide creative, structured support/action planning.
- 14 Ability to work in the field unsupervised.
- 15 A good knowledge of relevant welfare benefits (especially Housing Benefit).
- 16 A good understanding of accountability and confidentiality.
- * 17 **Ability to plan own work, work independently, work under pressure, effectively prioritise, deal with stress, and problem solve**

- 18 Ability to offer an adaptable approach to crisis support work which may include responsive on call support and working flexible hours if required.
- 19 Ability to participate in and positively contribute to team work.

Other Essential

- 20 Excellent IT skills including using Microsoft word, outlook and excel.
- 21 Excellent administrative skills, including the ability to read and write reports, maintain efficient recording and filing systems, process financial procedures and complete forms.
- 22 Ability to effectively promote equal opportunities and anti-discriminatory practice.
- 23 A commitment to personal and professional development.