



Hostel Worker

Phase One

SUSSEX Person Specification

Ref: 951

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 Experience or understanding of the needs and challenges facing people who are homeless
- * 2 Experience of working with people with complex support needs
- * 3 An understanding of psychologically informed practice, strengths-based approaches and trauma informed care

Essential Skills/Ability/Knowledge

- 4 Ability to manage the reception area and provide housing and building management support to clients using person centred approaches
- * 5 Ability to motivate and support people with low self-esteem through a process of change including when they are resistant
- * 6 Excellent communication skills
 - a) Ability to interview residents to collect information, assess needs and take appropriate action
 - b) Ability to develop and maintain positive working relationships with staff, residents and other organisations
 - c) Ability to listen carefully and with empathy and to give effective support in times of distress
- 7 Ability to manage and plan own workload to meet deadlines and targets
- * 8 Ability to take responsibility and make decisions
- * 9 Ability to set boundaries, to challenge appropriately and to manage conflict constructively
- 10 Knowledge and understanding of relevant Health & Safety legislation
- 11 Ability to write reports, complete forms and keep full and accurate records.
- 12 Good IT skills including Word, Excel, use of Bthink database
- * 13 Ability to work as a supportive and effective team member
- * 14 Ability to work under pressure within a stressful environment, have high levels of resilience, emotional intelligence and strong motivational skills.
- 15 A commitment to meeting the needs of homeless and vulnerable adults

Other Essential

- 16 A commitment to the development and implementation of Equal Opportunity Policies