



Waking Night Support Worker

Phase One

Person Specification

Ref: 027

Person Specification

This post requires that the post holder has the following skills and experience to fulfil the job description.

When completing your application form, in section 6 "Person Specification" please address yourself to each of the points marked with an asterisk *. Please number each point and clearly explain how your experience, skills and knowledge meet the requirements specified.

Application forms without this completed section will not be accepted.

Essential Experience:

*	1.	Experience of working in a residential setting with people with one or more of the following complex needs: resettlement; substance/alcohol misuse and/or dependency; mental health issues both diagnosed and undiagnosed; childhood trauma/sexual/physical abuse; neglect, including self-neglect; personality disorders; self-harm and/or low self-esteem; people with a history of offending.
*	2.	Experience of crisis management and safety planning.
	3.	Experience of multi-agency working.
*	4.	Experience of needs and risk assessment.

Skills / Ability / Knowledge:

	5.	Knowledge of the associated needs of men and women with complex needs and substance misuse difficulties.
	6.	A good understanding of housing management issues.
	7.	A good understanding of accountability and confidentiality.
*	8.	Ability to remain calm and focused in the event of an incident, including writing clear case notes and incident reports, and to diffuse potentially difficult situations.
	9.	Ability to work as a supportive and effective team member.
*	10.	Ability to communicate effectively with clients, colleagues and other professionals.
	11.	Computer literate with a competent working knowledge of using databases and Microsoft Office programmes including MS Word, Outlook and Excel, and have the ability to be self-sufficient in terms of administration.
*	12.	Ability to set boundaries, challenge appropriately and manage conflict constructively.
	13.	Ability to work under pressure and deal with stress.

Other / Desirable

*	14.	Empathy with people with complex support needs and the ability to deal sensitively with clients in distress and challenge inappropriate behaviour.
	15.	A commitment to personal development.
	16.	Commitment to the development and implementation of Equal Opportunity Policies.