

PERSON SPECIFICATION

SUPPORT WORKER –Stramullion Project – supporting homeless people in temporary accommodation with complex multiple needs.

Criteria	Essential	Desirable
Knowledge	<ul style="list-style-type: none"> • Understanding of issues experienced by people who are homeless or becoming homeless • Understanding of issues experienced by those with complex support needs. • Understanding of confidentiality and safe working practices 	<ul style="list-style-type: none"> • Knowledge of homeless and housing processes and services • Knowledge of different types of abuse and the impact this can have on people • Understanding of issues experienced by people who have mental and physical health and substance misuse issues
Experience	<ul style="list-style-type: none"> • Experience of providing support to individuals with multiple support needs • Experience of forming supportive relationships with service users • Experience of working with a wide range of services and agencies to meet the needs of individuals 	<ul style="list-style-type: none"> • Experience working with individuals who are homeless or becoming homeless • Experience of dealing with difficult situations and emergencies
Skills	<ul style="list-style-type: none"> • Excellent communication skills, oral and written • Able to prioritise work load and respond to changing needs • Ability to record information accurately and maintain case files • Computer literate 	<ul style="list-style-type: none"> • Practical experience of using computers and various IT software packages, including Microsoft word, Excel and email facilities
Additional attributes	<ul style="list-style-type: none"> • Non-judgemental • Accepting • Sensitive to individuals needs and circumstances • Ability to work as part of a team and on own initiative • Incorporate equalities issues within your work 	<ul style="list-style-type: none"> • Minimum SVQ 3 or a willingness to work towards its completion