



**PERSON SPECIFICATION (Support Worker)**

	<b>Essential</b>	<b>Desirable</b>
<b>Academic/Vocational Qualifications</b>	Good standard of general education	NVQ in Health and Social care.  Basic First Aid Certificate  Fire Safety Certificate
<b>Experience/ Knowledge and Skills</b>	Experience of front line working with vulnerable people who have a combination of needs relating to substance misuse, mental health issues or a background of complex trauma.  Confident using IT systems  Effective written and verbal skills and ability to maintain accurate and timely records.  A working knowledge of confidentiality and safeguarding adults.	Awareness of current housing and benefits systems.  Awareness of agencies providing information and advice on matters which may affect the resettlement of guests.  Experience of working in a supported living or residential setting.
<b>Personal attributes</b>	Passionate about supporting and empowering people with multiple and complex needs.  Ability to deal with the emotional content of discussions and constructively challenge abusive, aggressive or discriminatory attitudes and behaviours.  Resilient and have the ability to retain an impartial and non-judgemental approach ensuring that all guests are treated equally and fairly.  Excellent communication skills and confident to liaise with a wide range of professionals and provide advocacy for guests as when required.  Confident to work alone with people who may present challenging behaviour.	

	<p>Working as part of a team demonstrate an enthusiastic, creative and proactive approach in order to provide the best possible person-centred care.</p> <p>Demonstrate understanding of challenging behaviour as a support need and have the ability to offer genuine and flexible support whilst respecting and protecting professional boundaries.</p> <p>Willing to work flexibly and adapt to changing priorities when the need arises.</p>	
<b>Other</b>	UK valid Driving Licence	