

HOMELESS ACTION RESOURCE PROJECT
PERSON SPECIFICATION

SUPPORT WORKER (Post up to 31/03/2013)

ESSENTIAL

1. Good communication skills both verbal and written with the ability to keep accurate records. Key working clients and completing risk and support plans.
2. Have good computer skills with the ability to record information onto our data base.
3. 6 months to one year's experience in working with vulnerable people.
4. Will be able to demonstrate a high standard of professional boundaries whilst maintaining a rapport with service users and other agencies.
5. Have the ability to remain calm in a crisis and deal with all incidents in a professional manner.
6. Have an understanding of issues that affect substance misuses.
7. Have a non-judgemental attitude and be prepared to work with a client group who are often marginalised and excluded from other services.
8. Be willing to assist project workers to run meaningful activities groups.
9. Have the skills to work both on your own initiative and as part of a team, with the willingness to work unsociable hours including evenings, weekends and bank holidays.
10. Be willing to undertake any further training that may be seen as necessary to further your knowledge and to become more effective as an employee.
11. Have a good knowledge of all Health & Safety aspects, and the ability to take a lead role in ensuring that policies and procedures are adhered to.
12. Have a clear knowledge of equal opportunities with the willingness to work in accordance to the equal opportunity policies of HARP.

DESIRABLE

1. A certificate or diploma in Social Care or any other related qualification.
2. Have an understanding of the health issues that may affect homeless people including mental health.
3. Have an understanding of Housing legislation and benefits.
4. Have an understanding of working with clients in a supported housing environment.
5. A full UK driving licence.