



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.

Experience

- * 1 **Experience of providing emotional and practical support for vulnerable adults who have complex needs**
- 2 Experience of assessing needs and risks
- 3 Experience of collaborative multi-agency working
- 4 Experience of crisis management and safety planning

Skills/Ability/Knowledge

- 5 Knowledge of the associated support needs people experiencing mental health and substance misuse difficulties
- 6 A good understanding of housing management/tenancy issues
- 7 A good understanding of accountability and confidentiality
- * 8 **Ability to respond calmly, compassionately, and practically to any incidents, including writing clear case notes and incident reports**
- 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 Windows and Microsoft Office
- 12 Ability to manage conflict constructively and safely by challenging appropriately and setting fair and proportionate boundaries

Attitudes

- * 13 **Empathy with people with mental health issues and complex support needs and the ability to deal sensitively with clients in distress**
- 14 A commitment to personal development
- 15 Commitment to the development and implementation of Equal Opportunity Policies