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This post requires that the post holder has the following skills and experience to fulfil the job description. **Please address yourself to the 8 points marked \*** and explain clearly how your experience and knowledge meets each of these requirements, including examples where relevant.

## **Experience**

- \* 1 Experience of providing emotional and practical support for vulnerable adults who have complex mental health needs
- 2 Experience of working with people in distress
- \* 3 Experience of supporting a caseload of clients

## **Skills/Ability/Knowledge**

- \* 4 Ability to provide creative, structured, person-centered and co-produced support planning and risk management plans
- 5 An understanding of the impact that mental health issues can have on a person's everyday life
- \* 6 An understanding of the benefits of a holistic approach to achieve and maintain positive well-being
- \* 7 An ability to work with a strengths-based approach to motivate and empower people
- 8 Ability to actively listen to clients, build trust and understanding
- 9 An understanding of accountability and confidentiality issues
- \* 10 An understanding of housing management and health & safety within a residential setting
- 11 A good knowledge of relevant DWP benefits
- 12 Ability to work under pressure, prioritise and manage workload
- 13 A good understanding of safeguarding issues
- 14 A good understanding and ability to use line management supervision and reflect on performance
- 15 Good administrative skills including the use of Microsoft Office programs including Word, Outlook and Excel

- 16 Ability to offer a responsive approach to managing risks and incidents
- 17 Ability to participate in and positively contribute to teamwork

## **Attitudes**

- \* 18 A commitment to the development and implementation of Equality and Diversity Policies
- 19 A commitment to your own personal development
- \* 20 A commitment to empowering clients and promoting their choice and independence