

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.

Essential Experience:

- * **1. Experience of working with vulnerable people and an understanding of mental health and/or multiple complex needs**

Essential Skills/Ability/Knowledge:

- 2. Commitment to meeting the needs of vulnerable adults
- 3. Experience of providing group work and 1:1 support to clients with mental health, multiple complex and housing support needs
- 4. Experience and understanding of risk management, health and safety and the ability to implement policy and protocol.
- 5. An understanding of safeguarding policies and procedures and the ability to apply these in practice
- 6. A commitment to providing support to clients with emotional, practical and housing related support within a psychologically and trauma informed framework.
- * **7. Excellent communication skills:**
 - **Ability to deal assertively and confidently with a wide range of people in a range of situations in a positive, friendly and helpful manner.**
 - **Ability to discuss issues with clients and take appropriate action.**
 - **Ability to develop and maintain good working relationships with staff, clients and other organizations.**
 - **Ability to listen carefully and with empathy and give effective support in times of distress.**
- * **8. Ability to work under pressure within a stressful environment**

- * 9. **Complete administrative tasks to a high standard including overseeing the Route One main telephone line, managing inboxes, taking meeting minutes, writing letters, managing petty cash, updating systems accordingly etc.**
 - * 10. **Experience of preparing vacant rooms for re-letting which includes cleaning, clearing, coordinating and arranging maintenance/repairs and liaising with contractors and/or suppliers.**
11. A good understanding of accountability and confidentiality.
12. Excellent IT skills including using Microsoft Teams, Word, Outlook and Excel.
13. Ability to effectively promote equal opportunities and anti-discriminatory practice.
14. A commitment to personal and professional development.