

Person Specification

Waking Night Support Worker

Phase One

Ref: 27

| Experience | Essential | Desirable |
|---|-----------|-----------|
| Experience of providing emotional and practical support for at risk adults who have complex needs. | X | |
| Experience of assessing needs and risks. | X | |
| Experience of working collaboratively with agencies related to client support and service delivery. | X | |
| Experience of crisis management and safety planning. | | X |
| Lived experience and the confidence to use this in a way that supports others (e.g. mental health, addiction, homelessness) | | X |

| Knowledge | Essential | Desirable |
|--|-----------|-----------|
| Knowledge of safeguarding issues in relation to adults. | X | |
| Knowledge of associated support needs for individuals experiencing mental health and substance misuse difficulties. | X | |
| Knowledge and an understanding of risk management and Health and Safety and the ability to implement policy and procedure. | X | |
| Knowledge of housing management and tenancy issues. | | X |

| Skills/Abilities | Essential | Desirable |
|--|-----------|-----------|
| Ability to respond calmly and practically to incidents and writing clear case notes and incident reports. | X | |
| Competent use of Microsoft software packages especially Word and Outlook. | | X |
| Ability to manage conflict constructively and safely by challenging appropriately and setting fair and proportionate boundaries. | X | |
| Ability to provide a welcoming and empowering environment to all clients | X | |
| Ability to communicate clearly with clients, colleagues, and other stakeholders. | X | |
| Ability to work on own initiative and under pressure. | X | |
| Ability to work as part of a team. | X | |
| Good time management skills and ability to prioritise workloads. | X | |
| Ability to demonstrate empathy towards clients with complex needs and to deal sensitively with clients in distress. | X | |

Person Specification

Waking Night Support Worker

Phase One

Ref: 27

| | | |
|---|---|--|
| Ability to use non-judgemental and positive approaches in all interactions with clients and to treat all clients with dignity and respect | X | |
|---|---|--|

| Personal Qualities | Essential | Desirable |
|--|-----------|-----------|
| Commitment to continuous professional development. | X | |
| Professional approach and attitude to support clients. | X | |
| Motivated to deliver excellence. | X | |
| Commitment to BHT Sussex's mission, values, aims and objectives. | X | |