

PERSON SPECIFICATION:HOUSING SUPPORT WORKER

The need to access social care services can be a stressful and difficult time for people. We will show empathy, sensitivity, compassion and understanding at all times.		
Kind	Behaviour we expect	Behaviour we will not accept
	✓ Treat everyone in a friendly, courteous manner, smile & make eye contact	
	✓ Help anyone who appears lost	✗ Abuse of any kind of service users
	✓ Listen to the wishes and preferences of service users	✗ Forgetting we are here to provide a service to people
	✓ Treat service users & colleagues with dignity & respect	✗ Criticising colleagues/disagreeing with them in front of service users, visitors and other staff
Safe	✓ Understand people come from varied backgrounds; challenge bias, prejudice & intolerance	✗ Appearing unapproachable or moody
	✓ Follow THE FED's procedures for health & safety and infection control	✗ Imposing personal beliefs and opinions on service users
	✓ Maintain privacy and ensure confidential information is kept safe and secure	✗ Blaming others/other departments for mistakes
	✓ Learn from mistakes & ask for support where necessary	✗ Wearing inappropriate dress/or having an unprofessional Appearance
Excellent	✓ Respond promptly to enquiries & requests for help	✗ Being unsupportive of change/of new ideas for improvement
	✓ Ensure appearance is professional & name badge is visible	✗ Moaning and demoralising others without making an attempt to change things
	✓ Keep work area clean, tidy & pick up litter when you see it	✗ Bullying or abuse of colleagues
	✓ Ensure the safety & wellbeing of the people we support	
	✓ Provide consistently high quality care & service	
	✓ Look for better ways of working to achieve improvements	
	✓ Respect service users/customers time; apologise & explain if we keep people waiting	

- ✓ **Question** poor practice process & behaviour
- ✓ **Access** opportunities for learning & development
- ✓ **Uphold** the values and be proud to be part of THE FED

Excellence, Ownership and Sustainability

THE FED

PERSON SPECIFICATION

Post Title: Supported Housing Worker

Department: Moorview

* Key: A = Application Form C = Certificate I = Interview

<u>Factors</u>	<u>Essential Criteria</u>	<u>* How Evidenced</u>	<u>Desirable Criteria</u>	<u>* How Evidenced</u>
Qualifications			QCF Level 2 or 3 in Health & Social Care	A
Experience	Experience of working with older people.	A/I		
	Experience of liaison with statutory and voluntary agencies.	A/I		
	Experience of assessment of individuals needs and managing risks	A/I		
	Experience of joint working with external agencies	A/I		
Personal Qualities	A passion for helping and an ability to relate well to other people	A/I		
	Able to demonstrate empathy for the needs of residents	I		
	A commitment to the values of maintaining dignity, respect and independence of all service users and residents	A/I		
	Able to demonstrate understanding of the importance to work toward a person centred approach	I		

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Knowledge	Understanding housing issues and support needs of older people including benefits of a flexible, outcome focussed and personalised support service.	A/I	Understanding of welfare benefits	A/I
	Understanding the need to collect data and the benefits for the service	A/I	Understanding of Supporting People	A/I
	Understanding of related services provided by the statutory and voluntary sector	A/I	Understanding of the difference between care and housing related support	A/I
	Understanding confidentiality and data protection issues.	A/I		
	Understanding of the concept of housing related support and supporting people to help themselves	A/I		
Skills	Effective verbal and written communication skills.	A/I		
	The ability to develop a robust person centred support plan with tenants.	A/I		
	Good computer literacy and ability to maintain electronic records, with attention to detail. successful candidate must have a good level of IT skills	A/I		
	Ability to promote good working relationships with clients, colleagues, external agencies, statutory and voluntary bodies, and to represent the organisation and service effectively at client meetings.	A/I		
	Good organisational skills, including time management and prioritising workload.	A/I		
	Ability to collaborate and work as part of a team.	A/I		

	Ability to confront and resolve problems.	A/I		
<u>Factors</u>	<u>Essential Criteria</u>	* How Evidenced	<u>Desirable Criteria</u>	* How Evidenced
Additional Requirements	Knowledge of Basic Health & Safety requirements	A & I		
	Committed to providing excellent standard of service	A & I		
	A sensitivity to the cultural and religious needs of Jewish people	A & I		
	The ability to understand and behave at all times, towards residents, visitors and colleagues according to the Company's values.	A & I		
	Willingness to undertake relevant training	A & I		
	Enhanced DBS clearance.	A & I		