

# Support Worker Person Specification



## Experience & Qualifications

### Essential:

- 1+ years of experience working with vulnerable and/or disadvantaged young people/adults, including 1:1 work.
- Experience applying equality and diversity principles in the workplace.
- Proven track record in developing, implementing, and reviewing support plans.
- Experience liaising with agencies and professionals.
- Experience working with individuals with low-level mental health needs.
- 5 GCSEs (or equivalent) at Grade C or above, including Maths and English.

### Desirable:

- First Aid Certificate.
- Food Hygiene Certificate.

## Knowledge & Understanding:

### Essential:

- In-depth knowledge of issues affecting disadvantaged and homeless people.
- Strong understanding of the voluntary sector.
- Up-to-date knowledge of health, safety, and safeguarding.
- General understanding of equality and diversity policies and procedures.
- Awareness of the importance of monitoring and evaluation.
- Knowledge of the housing sector and benefits.

## Values / Attitudes:

### Essential:

- Willingness to work within the Christian values of the charity.
- Non-judgemental approach and belief in the equal value of all people.
- Highly motivated and service user-centred.
- Commitment to personal and professional development.
- Flexibility to meet out-of-hours commitments and respond to emergencies.
- Positive and enthusiastic attitude.

## Skills:

### Essential:

- Ability to remain calm and manage conflict situations effectively.
- Excellent verbal and written communication skills.
- Proficiency in IT, email, and internet use.
- Strong time management and organizational skills.

- Good numeracy skills, including basic budgeting.
- Ability to monitor and evaluate work.
- Initiative and ability to work under pressure and meet tight deadlines.
- Capacity to be both proactive and reactive.
- Ability to build appropriate relationships with young people and adults from diverse backgrounds.
- Full, valid driving license and access to own transport for work use.

**Additional Information:**

This post is subject to an enhanced DBS check, and candidates must be willing to undertake one

