**Person Specification**

**Housing Led Worker**

Detailed below are the type of skills, experience and knowledge that are required of applicants applying for the post. The *Essential Requirements* indicate the minimum requirements, and applicants lacking these attributes will not be considered for the post.

The points detailed under *Desirable Requirements* are additional attributes to enable the applicant to perform the position more effectively or with little or no training. They are not essential but may be used to distinguish between acceptable candidates.

**Knowledge** *relates to specific skills, information acquired by candidates through practical experience and key competencies that may be required i.e. numeracy skills, dealing with challenging situations etc.*

**Experience** *is more education/training focused. Courses undergone in relevant subjects – NVQs, degree, post grad etc. In order to avoid age discrimination, manager can state degree or relevant working experience in xyz.*

***Key:*** AF = Application form. I = Interview. R = Reference.

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| **Knowledge and Skills** |  |
|  | **Essential** | **Preferred** | **Assessment** |
| Demonstrable experience of working within a Homelessness, Substance Misuse or Mental Health setting | **x** |  | **AF/I/R** |
| Demonstrable experience of supervising staff dealing with clients with challenging behavior, and complex needs. |  | **x** |  **AF/I** |
| Knowledge of current housing issues and legislation | **x** |  | **R** |
| Knowledge of welfare benefits, housing and homelessness law and policy relevant to rough sleeping and hostel provision. | **x** |  | **AF/I** |
| Experience of working with clients who use alcohol, drugs and issues around addiction and knowledge of relapse prevention techniques. |  | **x** | **I** |
| An understanding of working directly with vulnerable people; this can include clients with learning disabilities, mental health problems, physical disabilities, ill health, behavioural issues, domestic violence | **x** |  | **I** |
| Good knowledge of Health and Safety, Safeguarding and Confidentiality. |  | **x** | **I** |

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| **Experience and Personal Skills** |  |
|  | **Essential** | **Preferred** | **Assessment** |
| **RELATIONSHIP BUILDING AND COMMUNICATION SKILLS**  |
| Be an excellent communicator, able to liaise effectively with other professionals | **x** |  | **I** |
| Excellent relationship skills to build trust with clients and staff | **x** |  | **I** |
| Excellent communication skills to effectively and accurately interact with clients | **x** |  | **I** |
| Proficiency in de-escalation techniques for effective crisis and emergency management | **x** |  | **I** |
| Interpersonal skills in order to work harmoniously with other professionals | **x** |  | **I** |
| Ability to remain balanced and non-judgmental while listening to patients | **x** |  | **I** |
| **OTHER SKILLS** |
| Excellent time and stress management skills | **x** |  | **I** |
| Accurate decision-making skills |  |  |  |
| Ability to use a computer, including proficiency in the use of word processing and data entry tools | **x** |  | **AF/I** |
| Must possess problem-solving abilities | **x** |  | **I** |
| Ability to be calm and patient during challenging moments | **x** |  | **I**  |
| Must possess problem-solving abilities | **x** |  | **I** |
| Excellent critical-thinking skills and the ability to respond quickly to emergency situations | **x** |  | **I** |
| Ability to pay attention to detail will be crucial | **x** |  | **I** |
| Strong ability to work in a tense and challenging environment | **x** |  | **I** |
| Team-oriented mentality and good leadership skills or a desire to work towards this goal | **x** |  | **I** |
| Open-mindedness and willingness to learn and improve their skills and competence | **x** |  | **I** |
| Proficiency in de-escalation techniques for effective crisis and emergency management | **x** |  | **I** |
| Be able to implement safe practice in accordance with risk assessment processes | **x** |  | **I** |
| Experience working or volunteering in social services and charities that provide mental health services  | **x** |  | **I** |
| An understanding of and commitment to Stonepillow’s Values and Diversity policy | **x** |  | **I** |
| Commitment to equality and diversity. | **x** |  |  |

**Stonepillow Values**

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All staff at Stonepillow are expected to work according to our five values. Below are examples of the behaviours expected for each of them. These will be assessed at interview and are included here to inform your expectations of the type of person we are looking for to join our organisation.

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| **Inclusive** Blockchain |
| ***Valuing diversity*** * The smallest minority is the individual.
* We respect and value people for who they are, and believe that by giving people a voice, and listening to what they have to say, we all benefit.
* We are open and value differences to ensure we maintain our professional boundaries
* We look to involve our clients, volunteers and staff in all we do, and where we see it, we challenge discrimination.
* We believe in giving people at all levels a voice in decisions.
* Giving every individual the chance to achieve their potential free from prejudice and discrimination.
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| **Innovative** Brainstorm |
| ***Innovation and quality*** * Open to change.
* In our thoughts, words and actions we look for ways to innovate and develop our services
* We are constantly listening and learning.
* Inspire and motivate colleagues and clients to be part of the continued success of Stonepillow
* Come across as proactive and innovative in coming up with new ideas and creative solutions; build positively on the ideas of others
* Constructively challenge the status quo, identifying opportunities to do things better and grow our organisation.
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| **Accountable** Atom |
| ***Being professional*** * Understand how your work contributes to Stonepillow’s overall aims, fully embracing their role and responsibilities in helping us achieve a positive future for our clients
* Take personal responsibility for achieving your best or if mistakes are made.
* Be ambitious, setting clear and challenging goals; help and motivate others to achieve results.
* We take responsibility for our actions, keeping people informed and always do what we’ve said we’ll do.
* We take on board feedback and evaluate your results and impact as we strive to improve.
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| **Focused**Shape  Description automatically generated with low confidence |
| ***Being client focused and working collaboratively**** Take considered and balanced decisions in the interests of the clients we support
* Respond to stakeholder needs and feedback, putting clients at the heart of all we do and involving them in decisions that affect them
* Actively collaborate and work well with others across and outside the organisation, seeking ways to support each other’s work
* Share knowledge, information, and best practice with colleagues; seek to learn from other areas of the business
* Focus your time and energy on the tasks that are highest priority
* Track progress against targets and focus on delivering results in unity with partnerships and stakeholders

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| **Kindness** Open hand with plant |
| ***Respectful and kind**** We are approachable, actively offering help and support to others
* We are respectful and kind to others - it reflects in our key ethics
* Show interest in and empathy for others, respecting all colleagues, volunteers, and clients as individuals
* Active humility - Admit mistakes and be willing to ask for help and support when needed - personal growth is a key ingredient to kindness
* Actively listen, encouraging others to contribute their views; be open to suggestions from others, regardless of who they are
* Commit to learning new skills that will develop your approach and your commitment to unconditional positive regard.
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