

EXETER SHILHAY COMMUNITY LTD

PERSON SPECIFICATION

RESPONSE WORKER – STREET HOMELESS OUTREACH TEAM

Description:	Essential	Desirable
VALUES & PERSONAL QUALITIES	<ul style="list-style-type: none"> • A respectful and non-judgemental anti-discriminatory approach valuing difference and social inclusion • An open-minded, creative and flexible approach • A fair, honest, supportive and non-exploitative attitude • A patient and calm professional manner • Realistic expectations • Highly motivated and proactive with determination to succeed • Reliable and accountable for own actions • Conscientious • Commitment to good self-management and promotion of positive health and well-being • Commitment to personal development including supervision and training • Commitment to multi-agency working • Ability to dress appropriately 	
EDUCATION / QUALIFICATIONS	<ul style="list-style-type: none"> • Good General Education (minimum of one G.C.S.E. pass or equivalent) • Recognised qualification in Literacy and Numeracy (e.g. G.C.S.E. in English and Mathematics) 	<ul style="list-style-type: none"> • Further or Higher Education • Qualification in Supported Housing / Welfare or similar subject
EXPERIENCE	<ul style="list-style-type: none"> • Proven experience of working with and managing a caseload of clients who are difficult to engage • Proven experience of undertaking needs assessments, support plans and risk assessments and implementing individual action plans • Proven experience in managing difficult, challenging and complex situations in relation to people 	<ul style="list-style-type: none"> • Detached or outreach work, either street based or based within other agencies • Preparing and implementing Risk Management plans with clients • Working with other agencies from both the voluntary and statutory sector, including drawing up and implementing shared action plans • Organising and chairing Multi Agency meetings
SKILLS	<ul style="list-style-type: none"> • Good negotiation and motivational skills • Ability to promote empowerment and enablement through enhanced life and social skills • Effective team working skills and initiative and ability to work autonomously and proactively • Ability to communicate assertively at 	

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	<p>all levels, both orally and written</p> <ul style="list-style-type: none"> • Ability to maintain enthusiasm for a high level of contact with service users on a day-to-day basis • Effective listening skills • Ability to set, maintain and work within professional boundaries • Ability to plan and prioritise competing demands and effectively problem solve • Effective time management skills • Good administration, including accurate recording and report and letter writing skills • Good I.T. skills 	
KNOWLEDGE	<ul style="list-style-type: none"> • Working knowledge of the needs and support requirements of rough sleepers and vulnerably housed people • Working knowledge of substance use and mental health / complex needs issues • Working knowledge of statutory and non-statutory partner agencies (e.g. welfare legislation and benefits, health and treatment providers) 	<ul style="list-style-type: none"> • Knowledge of housing and homelessness legislation • Knowledge of Welfare Benefits • Knowledge of the principles of Harm Reduction
CIRCUMSTANCES	<ul style="list-style-type: none"> • Willing to undertake very flexible, day, evening and weekend work including on-call responsibilities. • To work in multiple settings • Full driving licence and own transport 	

Please also refer to the Core Competence Framework below. These will be used to measure performance during the Probationary Assessments and Annual Appraisal & Performance Review for any successful candidate.

COMPETENCE FRAMEWORK

Personal Contribution

Personal effectiveness	Motivated, adaptable, perseverant and accurate.
Organisation and delivery of results	Takes responsibility for organising own work effectively and for delivering results.
Proactivity & initiative	Recognising the need for action or change, and taking the appropriate action without needing to be told.
Creativity & innovation	Ability to source and develop new ideas. Ability to practically implement new ideas, to solve problems and bring about improvements to services and resources.
Problem-solving & decision-making	Ability to use logical processes for problem-solving and decision-making.
Analysing & interpreting written & numerical information	Ability to understand and consider written and numerical information fully, identifying its implications logically and correctly.

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Self development	Keen and able to identify personal learning and development needs and to plan ways of meeting these. Capacity for continuous learning. Ability to assimilate and apply learning from experience.
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Working with Others

Communication	Written and oral communication is concise and accurate.
Managing self & relationships with others	Develops and maintains effective working relationships, based on self-awareness and openness to making personal changes.
Team working & co-operation	Committed and reliable member of team and understands impact of role on others.
Negotiating & influencing	Uses a range of methods for persuasion and achieves positive results.

Organisational Contribution

Service user focus & managing diversity	Focussed on views and needs of service users. Ability to apply the principles of diversity and equality in the provision of the service.
Building effective external relationships	Ability to build up and maintain a network of external contacts who can help achieve service goals.
Maintaining & using systems	Uses and contributes to organisational systems accurately and efficiently.
Using IT	The ability to use IT systems to support the achievement of personal and collective work goals.

Developmental Competences

The following can be used to assess suitability to progress to line management or specialist roles within Shilhay Community. Staff might demonstrate these through activities such as delegated projects, supervising volunteers or acting up.

People management	Establishes and communicates clear standards and expectations and helps all staff develop full potential.
Project & resources management	Plans and organises projects and the activities of others to achieve results; able to manage resources within budget.
Setting up systems	Sets up effective systems and processes in order to manage resources and information.