

Senior Housing and Support Worker – Hospital Discharge Team

Person Specification

	Essential	Desirable
Qualifications		
NVQ/Diploma Level 3 qualification in social/mental health care, or a minimum 2 years of experience of complex needs support work	✓	
Housing related qualification		✓
Knowledge and Skills		
Highly proficient in the use of IT including CRMs, email, and web-based applications.	✓	
Excellent written and verbal communication skills	✓	
Excellent interpersonal skills	✓	
Understanding of mental health issues and substance misuse	✓	
Understanding of Strengths-Based Working, Psychologically Informed Environments and Trauma Informed Care		✓
Knowledge of homelessness/supported housing sector		✓
Knowledge of benefits system, particularly Universal Credit and Housing Benefit		✓
Ability to work within policies, procedures, and regulations	✓	
Ability to work well as part of team, whilst also being able to work on own initiative	✓	
Ability to prioritise workload to best meet support needs of individuals, and to keep calm when working under pressure	✓	
Ability to work within H&S procedures especially regarding risk assessment, safeguarding, and lone working	✓	

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Experience		
Experience of supporting individuals with multiple support needs, including creating and delivering support plans	✓	
Experience of Enhanced Housing Management		✓
Experience of Multi-Agency Working and collaborative working with external agencies	✓	
Experience of applying Conflict Management and De-escalation techniques		✓
Team Leadership		✓
	Essential	Desirable
Personal qualities (characteristics, style, interests, attitudes)		
Ability to demonstrate diplomacy, tact and be assertive when required	✓	
Flexible approach to work and times of work to include evenings/weekends and on-call	✓	
Committed to own personal and professional development	✓	
Understanding of the need for confidentiality and adhering to GDPR	✓	
Able to build and maintain professional working relationships and boundaries with peers and residents	✓	
Enthusiastic and positive attitude	✓	
Non-judgemental, Person-Centred approach	✓	
Committed to Equality, Diversity and Inclusion	✓	
Additional		
Possession of full driving licence and access to motor vehicle or other mode of personal transport	✓	

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