

Housing Support Worker Person Specification

No.	Essential	Desirable	Assessed by
Education/Qualifications			
Relevant qualification in Social Care or Working with Children and Young People	x		Application
Consistent background of relevant training and continued professional development	x		Application
Experience			
Knowledge and working experience of building positive, supportive relationships with young people with complex needs	x		Interview
Experience of working within a supported accommodation setting with young people aged 16-25		x	Application/Interview
Experience and detailed understanding of the impact complex needs such as learning disabilities, mental health issues, autistic spectrum disorders can have on a young person's self esteem and behaviour	x		Application/Interview
Experience of working positively and in a supportive manner with resistance, negativity, low mood and challenging behaviours	x		application/Interview
Experience of supporting people to navigate the benefits system including Universal Credit and Housing Benefit		x	Application/Interview
Knowledge and experience of homelessness and the impact of homelessness on young people		x	Application/Interview
Skills & Abilities			
Ability to motivate and encourage young people to carry out independent living skill tasks such as tidying, cooking and cleaning	x		Application/Interview
A detailed understanding of safeguarding and professional boundaries and to demonstrate this understanding in practise	x		Application/Interview



Ability to remain calm, resilient and professional in times of conflict. Ability to see the behaviour within context (and not take personally or escalate to further conflict)	x		Application/Interview
To not take a punitive approach unless necessary. To work with positivity and be creative to obtain desired behavioural outcomes	x		Interview
Experience of completing effective support plans and risk assessments with young people		x	Application/Interview
An ability to plan, meet objectives and deadlines, make informed decisions and problem solve within a fast and changing environment	x		Application/Interview
Ability to lone work and make dynamic risk assessments when required, concerning the building and young people	x		Application/Interview
Computer literate and confident in the use of IT	x		Application
Personal Skills & Abilities			
Ability to work with humour, positivity, compassion and understanding to encourage young people to explore and believe in their potential	x		Interview
Confidence and ability to sensitively challenge behaviours and attitudes in a constructive and positive manner	x		Interview
Awareness and/or understanding of the pressure of working in a 24/7 supported housing project and the challenges presented, such as dealing with resistant behaviours, verbal aggression and where unavoidable, evicting young people	x		Application/Interview
Commitment to training and personal and professional development opportunities	x		Application/Interview
Ability and desire to work harmoniously and flexibly as part of a team	x		Application/Interview
Commitment to and enthusiasm for equal opportunities and celebration of diversity	x		Application/Interview

