**Person Specification**

**Competency Requirements**

1**.** Ability to demonstrate a warm, person centred and affirmative approach to people with complex needs such as drug/ alcohol issues, mental health needs, homelessness history etc.

Assessed by Interview *Essential*

2. Ability to engage with service users, to develop and sustain warm and trusting relationships

Assessed by Interview *Essential*

3. Ability to demonstrate significant understanding of the needs of people with complex needs

Assessed by Interview *Essential*

4. Ability to demonstrate respect for difference and diversity

Assessed by Application Form and Interview *Essential*

5. To act as a positive role model to others

Assessed by Application Form and Interview *Essential*

**Skills Requirements**

1. Good written and verbal communication skills and ability to listen sensitively to others.

Assessed by Application Form and Interview *Essential*

2. Ability to work constructively and co-operatively as part of a consistent team approach

Assessed by Interview *Essential*

3. Ability to provide an effective emergency response as required to accidents, incidents and emergencies and to liaise with emergency services

Assessed by Interview *Essential*

4. Ability to demonstrate initiative, self-motivation and resourcefulness

Assessed by Interview *Essential*

5. Ability to liaise in a professional manner with other agencies and to work in a positive way with other stakeholders and families.

Assessed by Interview *Essential*

6. Ability to provide practical support to service users and ensure their well-being.

Assessed by Application form and Interview *Essential*

7. Ability to carry out support tasks so that service users reach their potential.

Assessed by Application Form and Interview *Essential*

8. A goodunderstanding of Health and Safety requirements

Assessed by Application Form and Interview *Essential*

9. Ability to work flexibly on an evening/weekend rota system

Assessed by Application Form and Interview *Essential*

10. Minimum of NVQ Level II or equivalent in a relevant area

Assessed by Application Form *Desirable*