

APEX HOUSING ASSOCIATION
EMPLOYEE SPECIFICATION

POSITION: Support Worker (Hostels)
COMPLETED: January 2025

CRITERIA	ESSENTIAL	DESIRABLE
<p style="text-align: center;">EDUCATION/ QUALIFICATIONS/ and RELEVANT EXPERIENCE *</p>	<p>Completion of a relevant qualification equivalent to QCF level 2</p> <p><u>and</u></p> <p>At least one years' experience formal or informal working with homeless individuals and/or individuals who suffer addiction problems in a community or residential setting.</p> <p>Previous administration experience e.g. completing support plans, housing forms etc.</p> <p>Must be currently registered with NISCC or must achieve registration within 6 months if new to the sector.</p> <p><u>OR</u></p> <p>At least two years' experience formal or informal, working with homeless individuals and/or individuals who suffer addiction problems in a community or residential setting.</p> <p>Previous administration experience e.g. completing support plans, housing forms etc.</p> <p>Must be currently registered with NISCC or must achieve registration within 6 months if new to the sector.</p>	<p>Completion of a relevant qualification equivalent to QCF Level 3</p> <p>Three years' experience working with homeless individuals and/or individuals who suffer addiction problems in a community or residential setting.</p> <p><i>Previous experience in administering medication in a formal setting</i></p>

<p>SPECIALIST KNOWLEDGE/ TRAINING</p>	<p>Be able to demonstrate an adequate level of computer literacy</p>	<p>OCN Substance Misuse Adult Protection Personal Safety First Aid Certificate Moving/Handling Techniques Basic Food Hygiene Multi-Needs Assessment Experience Risk Assessment Experience Drug and Alcohol Training Programme Certificate Record Keeping</p>
<p>PERSONAL SKILLS</p> <p><u>Communication</u></p> <p><u>Teamwork</u></p> <p><u>Administration</u></p> <p><u>Initiative</u></p> <p><u>Confidentiality</u></p> <p><u>Empathy</u></p>	<p>Ability to:</p> <ul style="list-style-type: none"> • Communicate effectively and establish and maintain good working relationships with the multidisciplinary team, residents, visitors, colleagues, relatives, other departments and all levels of management. • Work in a team and contribute to it. You will be required to hold residents activities on scheme. Also help with scheme events, fundraising and trips. • Read and understand written work, write clear and accurate reports/records. • Use personal initiative. • Motivate • Recognise change and respond to it. • Maintain confidentiality. • Manage personal/professional boundaries. • Respect the unique working environment (resident's home). 	

	<ul style="list-style-type: none"> • Display empathy with residents. 	
PHYSICAL REQUIREMENTS	<p>Ability to:</p> <ul style="list-style-type: none"> • Carry out night work (it is essential that the post holder is able to work a rota involving regular night duty) 	
DISPOSITION	<ul style="list-style-type: none"> • Attitude which values vulnerable adults as a whole person of equal value to anyone else, with the same right to be treated with respect. • Flexible and adaptable to change. • Willingness to share skills and hobbies. • Willingness to accept instructions/direction. • Committed to engaging in opportunities for professional development and learning 	
CIRCUMSTANCES	Prepared to be flexible and available to work unsocial hours (including waking nights/weekends/bank holidays on a rota basis).	

***Please outline clearly on your application form how you meet the Essential Criteria under Education/Qualifications/Relevant Experience. In the event of a high volume of applications the panel may enhance the short-listing criteria to include the Desirable Criteria under Education/ Qualifications/Relevant Experience**

Personnel and Training Department
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