

**APEX HOUSING ASSOCIATION**  
**PERSONNEL SPECIFICATION**

**POSITION:** Support Worker (Housing With Care)  
**COMPLETED:** January 2024

CRITERIA	ESSENTIAL	DESIRABLE
<b>EDUCATION/ QUALIFICATIONS/ ATTAINMENTS RELEVANT EXPERIENCE</b>	<p>QCF/NVQ 2 Health and Social Care or equivalent <b>And</b> 6 months experience in a formal care/support role* working with vulnerable adults.</p> <p>Must be currently registered with NISCC <u>or</u> if new to the sector must achieve registration within 6 months.</p> <p>Previous experience in administrative duties.</p> <p style="text-align: center;"><b><u>Or</u></b></p> <p>2 years' experience in a formal care /support role* and previous experience of working with vulnerable adults.</p> <p>Must be currently registered with NISCC <u>or</u> if new to the sector must achieve registration within 6 months.</p> <p>Previous experience in administrative duties.</p> <p>Must be willing to work towards completion of QCF Level 2 Health &amp; Social Care</p>	<p>Previous experience taking charge of a shift</p>
<b>SPECIALIST KNOWLEDGE/ TRAINING</b>	<p>Be able to demonstrate an adequate level of computer literacy</p>	<p>Training previously conducted in the following areas:</p> <ul style="list-style-type: none"> <li>• Adult Protection</li> <li>• Personal Safety</li> <li>• First Aid Certificate</li> <li>• Moving/Handling Techniques</li> <li>• Basic Food Hygiene</li> </ul>
<b>PERSONAL SKILLS</b>	<p>Ability to:</p>	

<p><b>Communication</b></p> <p><b>Administration</b></p> <p><b>Initiative</b></p> <p><b>Confidentiality</b></p> <p><b>Empathy</b></p>	<ul style="list-style-type: none"> <li>• Communicate effectively, establish and maintain good working relationships with tenants; multidisciplinary team; visitors; colleagues; relatives; other departments and all levels of management.</li> <li>• Read and understand written work, write clear and accurate reports/records.</li> <li>• Prioritise workload</li> <li>• Maintain confidentiality.</li> <li>• Respect the unique working environment (tenants` home).</li> <li>• Display empathy with tenants.</li> <li>• Manage personal/professional boundaries.</li> </ul>	
<p><b>PHYSICAL REQUIREMENTS</b></p>	<p>Ability to:</p> <ul style="list-style-type: none"> <li>• Carry out night work.</li> <li>• Carry out moving &amp; handling tasks</li> <li>• Cover on-call requirements (if relevant)</li> </ul>	
<p><b>DISPOSITION</b></p>	<ul style="list-style-type: none"> <li>• Attitude which places an equal value on vulnerable adults</li> <li>• Flexible and adaptable to change.</li> <li>• Willingness to share skills and hobbies.</li> <li>• Willingness to accept instructions/direction.</li> <li>• Committed to engaging in opportunities for professional development and learning</li> </ul>	
<p><b>CIRCUMSTANCES</b></p>	<p>Prepared to be flexible and available to work unsocial hours (including waking nights).</p>	

**\*Formal Care / Support may include caring at home, where the carer is in receipt of Carers' Allowance. Formal Care / Support may also include voluntary work in a formal setting.**

Please note Apex reserves the right to enhance criteria to facilitate shortlisting.

Completed application forms must be returned to Personnel and Training Department Apex Housing Association 10 Butcher Street, L'Derry, BT48 6HL