

**APEX HOUSING ASSOCIATION**

**EMPLOYEE SPECIFICATION**

**POSITION:** Support Worker (Hostels)  
**COMPLETED:** September 2017

<b>CRITERIA</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<p align="center"><b>EDUCATION/ QUALIFICATIONS/ and RELEVANT EXPERIENCE *</b></p>	<p>Completion of a relevant qualification equivalent to QCF level 2</p> <p><b><u>And</u></b></p> <p>At least one years' experience 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. <i>(HinW and FVH only)</i></p> <p><b><u>OR</u></b></p> <p>At least two years' experience 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. <i>(HinW and FVH only)</i></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>Previous experience in administering medication in a formal setting (e.g. MDS / Nomad Systems) <i>(HinW and FVH only)</i></p>

<p><b>SPECIALIST KNOWLEDGE/ TRAINING</b></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><b>PERSONAL SKILLS</b></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"> <li>• Communicate effectively and establish and maintain good working relationships with the multidisciplinary team, residents, visitors, colleagues, relatives, other departments and all levels of management.</li> <li>• Work in a team and contribute to it.</li> <li>• Read and understand written work, write clear and accurate reports/records.</li> <li>• Use personal initiative.</li> <li>• Motivate</li> <li>• Recognise change and respond to it.</li> <li>• Maintain confidentiality.</li> <li>• Manage personal/professional boundaries.</li> <li>• Respect the unique working environment (residents` home).</li> </ul>	

	<ul style="list-style-type: none"> <li>• Display empathy with residents.</li> </ul>	
<b>PHYSICAL REQUIREMENTS</b>	Ability to: <ul style="list-style-type: none"> <li>• Carry out night work (it is essential that post-holder is able to work a rota involving regular night duty)</li> </ul>	
<b>DISPOSITION</b>	<ul style="list-style-type: none"> <li>• Attitude which values vulnerable adults as a whole person of equal value to anyone else, with the same right to be treated with respect.</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>	
<b>CIRCUMSTANCES</b>	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  
Apex Housing Association 10 Butcher Street, L'Derry, BT48 6HL

Reviewed by: \_\_\_\_\_  
(Personnel Rep.)

Date: \_\_\_\_\_

Reviewed by: \_\_\_\_\_  
(Officer In Charge)

Date: \_\_\_\_\_