

CRITERIA TO BE EVIDENCED

1. QUALIFICATIONS

DESIRABLE:

1. A relevant qualification in mental health, social work, health care, substance or alcohol dependency, etc.

2. EXPERIENCE

ESSENTIAL:

1. Demonstrable experience of working in a setting providing health support, i.e., mental health, substance misuse, general and physical health, smoking cessation, etc.
2. Demonstrable experience of working in a setting providing support and guidance to homeless or vulnerable people.

DESIRABLE:

3. Experience of 'one to one' support work, e.g., giving advice, key-working, risk assessment, etc.
4. Experience of handling confidential information.
5. Ability to initiate and maintain constructive relationships with clients, colleagues and other professionals from a variety of cultural/social backgrounds.

3. KNOWLEDGE AND UNDERSTANDING

ESSENTIAL:

1. An understanding of mental health, drug and alcohol, physical health and other health issues including their cause, treatment and relevance to homeless and vulnerable adults.
2. Knowledge of the roles of external agencies, e.g., Addaction, Health Services, Social Services, Probation, Police, Council, etc., and how they can be accessed to support adults with health issues.

DESIRABLE:

1. Experience of working with therapeutic approaches, e.g. brief intervention, behavioural models, etc.
2. Knowledge of housing and support needs of homeless people.
3. An understanding of housing and welfare benefits.

4. SKILLS AND ABILITIES

ESSENTIAL:

1. Good literacy and numeracy skills.
2. An ability to understand and implement professional personal and team boundaries.
3. Excellent communication and influencing skills. (Verbal and written.)
4. Good organisational and time management skills.

4. SKILLS AND ABILITIES

DESIRABLE:

1. An ability to implement strategies for coping with aggression and minimising risk.
2. Good IT skills.

5. PERSONAL QUALITIES

ESSENTIAL:

1. A commitment to the practical application of the Crawley Open House Equal Opportunities Policy.
2. Able to deal with an opposing point of view, exercising tact, sensitivity and diplomacy and the ability to listen to others.
3. A commitment to developing and maintaining a high level of service to colleagues, clients and professional partners.
4. A positive, self-motivated and enthusiastic attitude to work.
5. Desire and willingness to make a positive contribution to a team.
6. The capacity to handle pressure; to be adaptable to changing or conflicting demands and the ability to organise workload efficiently, balancing face-to-face work with paperwork.
7. The ability to identify solutions and implement them.
8. The ability to actively contribute and listen to ideas and suggestions that improve the quality of service.
9. To have a positive attitude to training and professional development.