



**CRITERIA TO BE EVIDENCED**

**1. QUALIFICATIONS**

**DESIRABLE:**

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

**2. KNOWLEDGE AND UNDERSTANDING**

**ESSENTIAL:**

1. Good knowledge of welfare benefits, housing and homelessness law and policy.
2. Good knowledge of alcohol, drugs and issues around addiction and relapse management.
3. Good knowledge of mental health, personality disorders and dual diagnosis.
4. Good knowledge of Health and Safety, Safeguarding and Confidentiality.

**DESIRABLE:**

5. Good knowledge of local agencies providing services relevant to the client group.
6. Awareness of therapeutic techniques and delivery on interventions.

**3. SKILLS AND ABILITIES**

**ESSENTIAL:**

1. The ability to forge effective working relationships in order to navigate and to create effective pathways to support for clients with complex needs acting as a change broker.
2. Ability to communicate with a wide range of people using excellent active listening skills to form healthy and constructive relationships.
3. Commitment to personal growth and extending own professional competence and knowledge.
4. Good computer literacy skills and ability to make effective use of systems.

**4. EXPERIENCE**

**ESSENTIAL:**

1. Extensive experience of delivering support to vulnerable people.
2. Proven ability to work effectively within a partnership along with the ability to advocate effectively at all levels on behalf of homelessness clients.

**4. EXPERIENCE (continued)**

**DESIRABLE:**

3. Experience of providing therapeutic interventions to people in a community setting.

## 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.