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| COH logo new |  | **PERSON SPECIFICATION –**  **TEAM AROUND THE**  **PERSON (TAP) WORKER** |

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| **CRITERIA TO BE EVIDENCED** |

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| **QUALIFICATIONS** | |
|  | ***DESIRABLE:*** |
| 1. A relevant qualification in mental health, social work, health care, substance or alcohol dependency, etc. | |

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| **EXPERIENCE** | |
|  | ***ESSENTIAL:*** |
| 1. Experience of working as part of a multi-disciplinary team providing support to people experiencing multiple disadvantage. | |

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| **KNOWLEDGE AND UNDERSTANDING** | |
|  | ***ESSENTIAL:*** |
| 1. An understanding of homelessness, alcohol misuse, substance misuse, mental health, criminal justice and domestic abuse and how these issues impact on the wellbeing of the vulnerable and disadvantaged. | |
| 1. 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 provide support for clients. 2. Understanding of professional boundaries and the ability to apply these in a community setting/lone working. | |

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|  | ***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. | |
| 1. An understanding of housing and welfare benefits. | |

| **SKILLS AND ABILITIES** | |
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|  | ***ESSENTIAL:*** |
| 1. Good literacy and numeracy skills. | |
| 1. An ability to understand and implement professional personal and team boundaries. | |
| 1. Excellent communication and influencing skills. (Verbal and written.) | |
| 1. Good organisational and time management skills.      1. Ability and commitment to building relationships with individuals to rebuild trust and hope. | |

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| **4. SKILLS AND ABILITIES** | |
|  | ***DESIRABLE*:** |
| 1. An ability to implement strategies for coping with aggression and minimising risk. | |
| 2. Good IT skills. | |

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| **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. | |
| 1. A commitment to developing and maintaining a high level of service to colleagues, clients and professional partners. | |
| 1. A positive, self-motivated and enthusiastic attitude to work. | |
| 1. Desire and willingness to make a positive contribution to a team. | |
| 1. 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. | |
| 1. The ability to identify solutions and implement them. | |
| 1. The ability to actively contribute and listen to ideas and suggestions that improve the quality of service. | |
| 1. To have a positive attitude to training and professional development. | |