



**CRAWLEY
OPEN
HOUSE**

PERSON SPECIFICATION – PROJECT WORKER

CRITERIA TO BE EVIDENCED

1. QUALIFICATIONS

DESIRABLE:

1. A relevant qualification in supported housing, welfare advice, mental health, social work, health care, community engagement, substance or alcohol dependency, etc.

2. EXPERIENCE

ESSENTIAL:

1. Experience of working with homeless or vulnerable people.
2. Ability to initiate and maintain constructive relationships with clients, colleagues and other professionals from a variety of cultural/social backgrounds.

DESIRABLE:

3. Experience of 'one to one' support work, e.g., giving advice, key-working, risk assessment, etc.
4. Experience of handling confidential information.

3. KNOWLEDGE AND UNDERSTANDING

DESIRABLE:

1. Knowledge of housing and support needs of homeless people.
2. An understanding of housing and welfare benefits.
3. An understanding of mental health, drug and alcohol issues
4. Knowledge of the roles of external agencies, e.g., Social Services, Probation, Police, Council, etc.
5. Have a basic understanding of Health & Safety Legislation.

4. SKILLS AND ABILITIES

ESSENTIAL:

1. An ability to follow written and verbal instructions.
2. Good numeracy skills.
3. An ability to understand and implement professional boundaries.
4. Excellent communication and influencing skills. (Verbal and written.)
5. Good organisational and time management skills.

4. SKILLS AND ABILITIES (continued)

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. A commitment to developing and maintaining a high level of service to colleagues, clients and professional partners.
3. A positive, self-motivated and enthusiastic attitude to work.
4. Experience of making a positive contribution to a team.
5. 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.
6. The ability to identify solutions and implement them.
7. The ability to actively contribute ideas and suggestions that improve the quality of service.
8. To have a positive attitude to training and professional development.
9. A willingness to work a rota that includes evenings, nights, weekends and bank holidays.