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**PERSON SPECIFICATION**

**Female Support Worker, Complex Needs Safe house Night Worker**

**Female Support Worker**

**Complex Needs Safehouse**

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|  | **Essential**  | **Desirable** |
| Skills | * Numeracy and literacy to GCSE level/NVQ 2 or equivalent
* Ability to maintain accurate and up-to-date records of contact with service users, other support /housing related information and to communicate with colleagues and stakeholders using common Microsoft Office packages, e.g. Word, Excel, Outlook and other IT software
* Ability to work as part of a team demonstrating a flexible approach including a commitment to being part of a rota
* Ability to communicate effectively, both written and verbal, with a range of people
* Show resilience and reliability under pressure
* Ability to support women with complex needs in a shared housing setting within the boundaries of a support worker relationship.

Excellent and proven non-judgemental interpersonal skills with vulnerable women who have survived trauma and abuse. | * Ability to apply psychologically informed practice
* Ability to work with a recovery focused approach
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| Knowledge | * Knowledge and understanding of the issues, barriers and support needs of

women experiencing domestic abuse, homelessness, mental health and complex needs face in accessing and sustaining accommodation* Knowledge of housing management procedures
* Knowledge of health and safety issues, especially those relevant to mental health and supported housing
* Knowledge of health and safety issues specific to women fleeing domestic abuse
* A thorough understanding of safeguarding relating to vulnerable adults and children, including how and when to report concerns
* Knowledge and understanding of the impact of domestic abuse on women and their families.
* Knowledge of safeguarding issues, policies and procedures with vulnerable adults and children.
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| Experience | * Proven experience of working with women who have survived domestic abuse and/or people with mental health needs or people with complex needs
* Experience of working with women with multiple needs (e.g. mental health, homelessness, alcohol/drug dependency, self-harm behaviours)
* The ability to deal with and diffuse crisis and emergency situations in a professional and effective manner.
* Demonstrable experience of being proactive rather than reactive: focuses on preventing problems in the future rather than just resolving immediate issues
* Able to work on own initiative.
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| Values  | * A commitment to the Victim’s Code of Practice
* An understanding and commitment to meeting the needs of vulnerable women
* Commitment to diversity and equal opportunities at work
* Commitment to service user participation and involvement
* A commitment to empowering women to make informed choices.
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**The above post falls under Section 7(2)(e) of the Sex Discrimination Act 1975**

**Missing Link is committed to safeguarding and promoting the welfare of children, young people and adults at risk of abuse, and expects all staff and volunteers to share this commitment.**