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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 |
| 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. |  |
| 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. |  |
| 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. |  |

**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.**