APEX HOUSING ASSOCIATION
EMPLOYEE SPECIFICATION

POSITION: Support Worker (Hostels)
COMPLETED: January 2024

CRITERIA	ESSENTIAL	DESIRABLE
EDUCATION/ QUALIFICATIONS/	Completion of a relevant qualification equivalent to QCF level 2	Completion of a relevant qualification equivalent to QCF Level 3
and	**and**	
RELEVANT EXPERIENCE *	At least one years' experience formal or informal working with homeless individuals and/or individuals who suffer addiction problems in a community or residential setting. Previous administration experience e.g. completing support plans, housing forms etc. Must be currently registered with NISCC or must achieve registration within 6 months if new to the sector. **OR** At least two years' experience formal or informal, working with homeless individuals and/or individuals who suffer addiction problems in a community or residential setting. Previous administration experience e.g. completing support plans, housing forms etc. Must be currently registered with NISCC or must achieve registration within 6 months if new to the sector.	Three years' experience working with homeless individuals and/or individuals who suffer addiction problems in a community or residential setting. *Previous experience in administering medication in a formal setting*

SPECIALIST KNOWLEDGE/ TRAINING	Be able to demonstrate an adequate level of computer literacy	OCN Substance Misuse Adult Protection Personal Safety First Aid Certificate Moving/Handling Techniques Basic Food Hygiene Multi-Needs Assessment Experience Risk Assessment Experience Drug and Alcohol Training Programme Certificate Record Keeping
PERSONAL SKILLS **Communication** **Teamwork** **Administration** **Initiative** **Confidentiality** **Empathy**	Ability to: • Communicate effectively and establish and maintain good working relationships with the multidisciplinary team, residents, visitors, colleagues, relatives, other departments and all levels of management. • Work in a team and contribute to it. You will be required to hold residents activies on scheme. Also help with scheme events, fundraising and trips. • Read and understand written work, write clear and accurate reports/records. • Use personal initiative. • Motivate • Recognise change and respond to it. • Maintain confidentiality. • Manage personal/professional boundaries. • Respect the unique working environment (resident's home).	

	• Display empathy with residents.	
PHYSICAL REQUIREMENTS	Ability to: • Carry out night work (it is essential that the post holder is able to work a rota involving regular night duty)	
DISPOSITION	• Attitude which values vulnerable adults as a whole person of equal value to anyone else, with the same right to be treated with respect. • Flexible and adaptable to change. • Willingness to share skills and hobbies. • Willingness to accept instructions/direction. • Committed to engaging in opportunities for professional development and learning	
CIRCUMSTANCES	Prepared to be flexible and available to work unsocial hours (including waking nights/weekends/bank holidays on a rota basis).	

***Please outline clearly on your application form how you meet the Essential Criteria under Education/Qualifications/Relevant Experience. In the event of a high volume of applications the panel may enhance the short-listing criteria to include the Desirable Criteria under Education/ Qualifications/Relevant Experience**

Personnel and Training Department
Apex Housing Association 10 Butcher Street, L'Derry, BT48 6HL