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**Person Specification**

**Female Complex Needs Intern Support Worker: Safe House Services**

**Female Support Worker**

**Complex Needs Safehouse**

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|  | **Essential**  | **Desirable** |
| 1 | Numeracy and literacy to NVQ 2 or equivalent | Basic understanding and a willingness and ability to acquire up to date knowledge of HB and welfare benefits |
| 2 | The ability to learn new skills and a commitment to learning both in the workplace and educational environment | Experience of working in supported accommodation or a support role |
| 3 | A willingness to learn, take direction and to respond positively to feedback | Awareness of the specific support needs of women |
| 4 | Empathy with the needs of victims of domestic abuse and vulnerable women with complex needs and the barriers they face | Knowledge of the importance of cultural diversity within a supported housing setting |
| 5 | Ability to build relationships with service users and take a flexible and personalised approach to meeting their needs | Experience of supporting plan and risk assessment tools, including DASH and the MARAC process |
| 6 | Some experience of managing challenging behaviours or difficult situations in relation to people | Knowledge of domestic abuse civil legal remedies |
| 7 | The ability to complete risk assessments, needs assessments and support plans (following training and guidance) | Personal experience of Domestic abuse/ homelessness/ mental health issues or an understanding of the issues faced by women who have experienced domestic abuse and have complex needs. |
| 8 | Knowledge and experience of safeguarding vulnerable adults and children |  |
| 9 | Some experience of liaising effectively with a variety of people/agencies |  |
| 10 | Able to take on challenging tasks willingly and with a ‘can do’ attitude |  |
| 11 | Ability to maintain accurate and up-to-date records of contact with service users, other related information and to communicate with colleagues and stakeholders using common Microsoft Office packages, e.g. Word, Excel, Outlook and other IT software |  |
| 12 | Ability to work as part of a team demonstrating a flexible approach including a commitment to being part of a rota and on-call system |  |
| 13 | Ability to adhere to and set professional boundaries and recognise the need for personal safety, whilst establishing and maintaining strong working relationships with service users (training will be provided) |  |
| 14 | A basic understanding and willingness to develop your understanding of Equal Opportunities, safeguarding and confidentiality guidelines |  |
| 15 | Commitment to service user participation and involvement |  |
| 16 | Be available and committed to be part of the out of hours on call rota and work regular shift patterns during weekdays 9am – 8pm and some Saturdays |  |
| 17 | A current, full driving licence and access to appropriate motorised transport |  |

**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.**