

Person Specification: Resident Support Worker

Essential Requirements

- Experience of working or volunteering with vulnerable people and those who have experienced homelessness/rough sleeping
- An understanding of the causes of homelessness and the pathways out of homelessness
- Understanding of the support needs of people with low incomes including welfare benefits, rent payments and arrears
- An understanding of mental health and addiction issues
- Ability to deal appropriately with challenging behaviour
- Strong organisational and time management skills
- Proven ability to “think outside of the box” by researching and exploring creative solutions
- Excellent networking, interpersonal and communication skills
- Ability to produce high quality written work, including writing reports and letters to external professionals
- Ability to maintain clear, diligent and accurate records
- Experience and knowledge of Microsoft Office applications including Outlook, Word and Excel
- Flexibility to respond to a changing environment
- An understanding of and commitment to confidentiality and professional boundaries
- Enthusiasm for a high level of contact with people who have experienced homelessness on daily basis while maintaining a non-judgemental approach
- An understanding of COVID-19 “stay safe” regulations
- Possess a demonstrable commitment to Equal Opportunities and to the aims, principles and policies of KCAH

Desirable Requirements

- Use of a car with a current UK driving licence
- Experience of using Canva or other visual communication tools to produce and present information clearly