# PERSON SPECIFICATION

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| **ESSENTIAL CRITERIA** **Education and Experience*** Experience of outreach work amongst vulnerable people
* Experience of developing and implementing support plans
* At least one year’s experience of supporting people with alcohol and drug problems in a

key-working role* Experience of working with ex-offenders
* Experience of working with people with multiple, complex needs
* Experience of working with people with a history of poor engagement
* Experience and knowledge of working within a harm reduction framework
* Experience of working with BME communities and understanding the difficulties faced by them with regard to mental health

**Knowledge Skills and Abilities*** An ability to monitor progress, collate information and write reports
* Ability to use Microsoft software (including Outlook, Word, Excel & Teams) and EACH’s Service User Database
* Ability to communicate effectively with clients, professionals and agencies
* Ability to work both independently and as part of a team
* Ability to deal with emergencies and unexpected situations
* Ability to maintain confidentiality
* Ability to maintain professional boundaries
* Ability to promote and facilitate user involvement, and an understanding of benefits of service user empowerment
* Ability to liaise with a variety of agencies and their representatives in order to provide a co-ordinated service
* Good knowledge of health and safety and housing management issues
* Ability to work flexible hours
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| **DESIRABLE CRITERIA** |
| **Education & Experience*** Experience of providing housing related support
* Experience of working with the Probation Service
* NVQ 2/3 Health and Social Care

**Knowledge Skills and Abilities*** Knowledge of community languages e.g. Hindi/Punjabi/ Somali/Polish/British Sign Language
* Ability to develop and promote EACH’s Housing Related Support Service
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