# 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 |
| **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 |