

PERSON SPECIFICATION Resettlement Support Worker

E: Essential
D: Desirable

I: Tested at interview stage
A: Tested at application stage

EXPERIENCE & QUALIFICATIONS		
Experience of working with victim/survivors of violence against women and girls, including those with multiple or complex needs	E	A/I
Experience of providing practice and emotional support, including resettlement support	E	A/I
Experience of providing outreach work amongst vulnerable people	E	A/I
Experience of risk assessment, safety planning and support planning	E	A/I
Experience of knowledge of working within the harm reduction framework	E	A/I
Experience of working with people with a history of poor engagement	E	A/I

SKILLS & KNOWLEDGE & ABILITIES		
Sound knowledge and understanding of violence against women and girls and its impact on victim/survivors	E	I
Understanding of the specific needs and issues experienced by Black and Minority Ethnic (BAME) women	E	I
Knowledge of relevant legislation, including housing and family law	E	A/I
Knowledge of health and safety and housing management issues	E	A/I
An understanding of how to access local resources and services	D	A/I
Ability to work both independently and as part of a team	E	A/I
Ability to deal with emergencies and unexpected situations	E	I
Ability to maintain confidentiality and professional boundaries	E	A/I
An ability to monitor progress, collate information and write reports	E	I
Ability to use Microsoft software (including Outlook, Word, Excel & Teams) and EACH's Service User Database	E	A/I
Ability to communicate effectively via various channels including telephone, email and remotely with clients, professionals and agencies	E	A/I
Ability to conduct keyworking and support sessions in a community language - in particular Dari, Pashto, Farsi, Arabic (for Asylum seekers) and e.g. in Urdu, Hindi, Punjabi, Gujarati, Tamil, Somali (domestic abuse/mental health)	D	A/I
Ability to promote and facilitate user involvement, and an understanding of benefits of service user empowerment	E	A/I

Other requirements		
Ability to work flexibly, including off-site, some eve/weekend sessions	E	A/ I
Commitment to work within EACH's policies and procedures	E	I
Undertake outreach and awareness raising	E	A/I