

# **HOMELESS ACTION RESOURCE PROJECT** **PERSON SPECIFICATION**

## **PROJECT WORKER**

### **ESSENTIAL**

1. Excellent communication skills both verbal and written with the ability to write reports and keep accurate records.
2. Have excellent computer skills with the ability to record information onto our data base.
3. A minimum of 1 years experience in working with vulnerable people.
4. Will be able to demonstrate a high standard of professional boundaries whilst maintaining a rapport with service users.
5. Have the ability to remain calm in a crisis and deal with all incidents in a professional manner.
6. Have an empathy and understanding for homeless people, especially those who have complex needs.
7. Have a non-judgemental attitude and be prepared to work with a client group who are often marginalised and excluded from other services.
8. Have the skills to work both on your own initiative and as part of a team, with the willingness to work unsociable hours including evenings, nights, weekends and bank holidays.
9. Be willing to undertake any further training that may be seen as necessary to further your knowledge and to become more effective as an employee.
10. Have a good knowledge of all Health & Safety aspects, and the ability to take a lead role in ensuring that policies and procedure are adhered to.
11. Have a clear knowledge of equal opportunities, with the willingness to work in accordance to the equal opportunity policies of both HARP and Southend Borough Council.

### **DESIRABLE**

1. A degree, certificate or diploma in Social Care or any other related qualification.
2. Have an understanding of the health issues that may affect homeless people including mental health.
3. Have an understanding of Southend on Sea Borough Council's strategy on homelessness.
4. An understanding of Housing legislation and benefits.