

**APEX HOUSING ASSOCIATION**  
**EMPLOYEE SPECIFICATION**

**POSITION:** Support Worker (Hostels)

**COMPLETED:** September 2024

CRITERIA	ESSENTIAL	DESIRABLE
<p><b>EDUCATION/ QUALIFICATIONS/</b></p> <p><b>and</b></p> <p><b>RELEVANT EXPERIENCE *</b></p>	<p>Completion of a relevant qualification equivalent to QCF level 2</p> <p><b><u>and</u></b></p> <p>At least one years' experience working with homeless individuals and/or individuals who suffer addiction problems in a community or residential setting.</p> <p>Previous administration experience e.g. completing support plans, housing forms etc.</p> <p>Must be currently registered with NISCC or must achieve registration within 6 months.</p> <p><b><u>OR</u></b></p> <p>At least two years' experience working with homeless individuals and/or individuals who suffer addiction problems in a community or residential setting.</p> <p>Previous administration experience e.g. completing support plans, housing forms etc.</p> <p>Must be currently registered with NISCC or must achieve registration within 6 months.</p>	<p>Completion of a relevant qualification equivalent to QCF Level 3</p> <p>Three years' experience working with homeless individuals and/or individuals who suffer addiction problems in a community or residential setting.</p> <p><i>Previous experience in administering medication in a formal setting (e.g. MDS / Nomad Systems) (Not applicable to Springwell House for HinW and FVH candidates only)</i></p>

<b>SPECIALIST KNOWLEDGE/ TRAINING</b>	Be able to demonstrate an adequate level of computer literacy	OCN Substance Misuse Adult Protection Personal Safety First Aid Certificate Moving/Handling Techniques Basic Food Hygiene Multi-Needs Assessment Experience Risk Assessment Experience Drug and Alcohol Training Programme Certificate Record Keeping
<b>PERSONAL SKILLS</b>  <u>Communication</u>  <u>Teamwork</u>  <u>Administration</u>  <u>Initiative</u>  <u>Confidentiality</u>  <u>Empathy</u>	Ability to: <ul style="list-style-type: none"> <li>• Communicate effectively and establish and maintain good working relationships with the multidisciplinary team, residents, visitors, colleagues, relatives, other departments and all levels of management.</li> <li>• Work in a team and contribute to it.</li> <li>• Read and understand written work, write clear and accurate reports/records.</li> <li>• Use personal initiative.</li> <li>• Motivate</li> <li>• Recognise change and respond to it.</li> <li>• Maintain confidentiality.</li> <li>• Manage personal/professional boundaries.</li> <li>• Respect the unique working environment (resident's home).</li> <li>• Display empathy with residents.</li> </ul>	

<b>PHYSICAL REQUIREMENTS</b>	<p>Ability to:</p> <ul style="list-style-type: none"> <li>Carry out night work (it is essential that the post holder is able to work a rota involving regular night duty)</li> <li><b>For Support Worker positions in <u>Foyle Valley House</u> it is a genuine occupational qualification for the above position that the holder is female within the meaning of Article 10 of the sex discrimination Northern Ireland Order 1976.</b></li> </ul>	
<b>DISPOSITION</b>	<ul style="list-style-type: none"> <li>Attitude which values vulnerable adults as a whole person of equal value to anyone else, with the same right to be treated with respect.</li> <li>Flexible and adaptable to change.</li> <li>Willingness to share skills and hobbies.</li> <li>Willingness to accept instructions/direction.</li> <li>Committed to engaging in opportunities for professional development and learning</li> </ul>	
<b>CIRCUMSTANCES</b>	Prepared to be flexible and available to work unsocial hours (including waking nights/weekends/bank holidays on a rota basis).	

**\*Please outline clearly on your application form how you meet the Essential Criteria under Education/Qualifications/Relevant Experience.  
In the event of a high volume of applications the panel may enhance the short-listing criteria to include the  
Desirable Criteria under Education/ Qualifications/Relevant Experience**

Personnel and Training Department  
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