

APEX HOUSING ASSOCIATION
PERSONNEL SPECIFICATION

POSITION: Residential Worker – Complex Needs (Learning Disability & Complex Needs)
COMPLETED: May 2025

CRITERIA	ESSENTIAL	DESIRABLE
EDUCATION/ QUALIFICATIONS/ ATTAINMENTS RELEVANT EXPERIENCE	<p>QCF/NVQ 2 Health and Social Care or equivalent</p> <p>A minimum of 1 year's experience in a support role working with adults with learning difficulties AND challenging behaviour in a community/residential setting.</p> <p>Must be currently registered with NISCC <u>or</u> if new to the sector must achieve registration within 6 months.</p> <p>Have previous administration experience.</p> <p style="text-align: center;"><u>Or</u></p> <p>A minimum of 2 year's experience in a support role working with adults with learning difficulties AND challenging behaviour in a community/residential setting.</p> <p>Must be currently registered with NISCC <u>or</u> if new to the sector must achieve registration within 6 months.</p> <p>Have previous administration experience.</p> <p style="text-align: center;"><u>And</u></p> <p>The above experience must include supervisory responsibility</p> <p>Above experience must demonstrate the use of IT and the provision of administrative support to include regulatory, scheme and resident reports.</p>	<p>QCF/NVQ Level 3 in Health & Social Care or equivalent</p> <p>ECDL/CLAIT/or alternative equivalent computer literacy certificate.</p>
SPECIALIST KNOWLEDGE/ TRAINING	<p>Be able to demonstrate an adequate level of computer literacy</p>	<p>Training previously conducted in the following areas:</p> <ul style="list-style-type: none"> • Adult Protection • Personal Safety • First Aid Certificate • Moving/Handling Techniques

PERSONAL SKILLS	Ability to:	
Communication	<ul style="list-style-type: none"> Communicate effectively, establish and maintain good working relationships with tenants; multidisciplinary team; visitors; colleagues; relatives; other departments and all levels of management. 	
Administration	<ul style="list-style-type: none"> Read and understand written work, write clear and accurate reports/records. 	
Initiative	<ul style="list-style-type: none"> Prioritise workload 	
Confidentiality	<ul style="list-style-type: none"> Maintain confidentiality. 	
Empathy	<ul style="list-style-type: none"> Respect the unique working environment (tenants` home). Display empathy with tenants. 	
Professional Boundaries	<ul style="list-style-type: none"> Manage personal/professional boundaries. 	
PHYSICAL REQUIREMENTS	Ability to: <ul style="list-style-type: none"> Carry out night work. Carry out moving & handling tasks 	
DISPOSITION	<ul style="list-style-type: none"> Attitude which places an equal value on vulnerable adults Flexible and adaptable to change. Willingness to share skills and hobbies. Willingness to accept instructions/direction. Committed to engaging in opportunities for professional development and learning 	
TEAM WORK	<ul style="list-style-type: none"> Conscientious and proven team worker with the ability to motivate and engage with people at all levels. Ability to maintain positive and constructive working relationships with the multidisciplinary team, residents, visitors, colleagues, relatives, other departments and all levels of management. 	
LEADERSHIP & MANAGEMENT	<ul style="list-style-type: none"> Ability to manage a scheme and assume totally responsibility for the operation of the same. Ability to demonstrate experience within a shift leader role involving direct staff management and management of work deadlines and targets. Ability to lead, motivate and engage staff and to effectively deal with staff performance issues as they arise. 	
CIRCUMSTANCES	Prepared to be flexible and available to work unsocial hours (including waking nights).	

Please note Apex reserves the right to enhance criteria to facilitate shortlisting.

Completed application forms must be returned to Personnel and Training Department Apex Housing Association 10 Butcher Street, L'Derry, BT48 6HL