

APEX HOUSING ASSOCIATION
PERSONNEL SPECIFICATION

POSITION: Support Worker (Housing With Care)
COMPLETED: May 2025

CRITERIA	ESSENTIAL	DESIRABLE
EDUCATION/ QUALIFICATIONS/ ATTAINMENTS RELEVANT EXPERIENCE	<p>QCF/NVQ 2 Health and Social Care or equivalent And 6 months experience in a formal care/support role* working with vulnerable adults.</p> <p>Must be currently registered with NISCC <u>or</u> if new to the sector must achieve registration within 6 months.</p> <p>Previous experience in administrative duties.</p> <p style="text-align: center;"><u>Or</u></p> <p>2 years' experience in a formal care /support role* and previous experience of working with vulnerable adults.</p> <p>Must be currently registered with NISCC <u>or</u> if new to the sector must achieve registration within 6 months.</p> <p>Previous experience in administrative duties.</p> <p>Must be willing to work towards completion of QCF Level 2 Health & Social Care</p>	<p>Previous experience taking charge of a shift</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 • Basic Food Hygiene
PERSONAL SKILLS	<p>Ability to:</p>	

Communication Administration Initiative Confidentiality Empathy	<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. • Read and understand written work, write clear and accurate reports/records. • Prioritise workload • Maintain confidentiality. • Respect the unique working environment (tenants` home). • Display empathy with tenants. • Manage personal/professional boundaries. 	
PHYSICAL REQUIREMENTS	Ability to: <ul style="list-style-type: none"> • Carry out night work. • Carry out moving & handling tasks • Cover on-call requirements (if relevant) 	
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 	
CIRCUMSTANCES	Prepared to be flexible and available to work unsocial hours (including waking nights).	

***Formal Care / Support may include caring at home, where the carer is in receipt of Carers' Allowance. Formal Care / Support may also include voluntary work in a formal setting.**

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