

**APEX HOUSING ASSOCIATION**  
**PERSONNEL SPECIFICATION**

**POSITION:** Support Worker (Learning Disability & Mental Health)  
**COMPLETED:** May 2025

CRITERIA	ESSENTIAL	DESIRABLE
<b>EDUCATION/ QUALIFICATIONS/ ATTAINMENTS RELEVANT EXPERIENCE</b>	<p>QCF/NVQ 2 Health and Social Care or equivalent <b>And</b> 6 months experience in a formal care/support role* and previous experience of working with individuals with learning disabilities/ mental health issues.</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;"><b><u>Or</u></b></p> <p>2 years' experience in a formal care /support role* and previous experience of working with individuals with Learning Disabilities/ Mental Health issues.</p> <p>Must be currently registered with NISCC <u>or</u> if new/returning to the sector must achieve registration within 6 months.</p> <p>Previous experience in administrative duties.</p> <p>Must be willing to work towards the completion of relevant qualification.</p>	<p>Previous experience taking charge of a shift</p> <p>Completion of Certificate in Community Mental Health</p> <p><b>OR</b></p> <p>Certificate in Supporting Individuals with Learning Disabilities</p>
<b>SPECIALIST KNOWLEDGE/ TRAINING</b>	<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"> <li>• Adult Protection</li> <li>• Personal Safety</li> <li>• First Aid Certificate</li> <li>• Moving/Handling Techniques</li> <li>• Basic Food Hygiene</li> </ul>

<b>PERSONAL SKILLS</b>  <b>Communication</b>  <b>Administration</b>  <b>Initiative</b> <b>Confidentiality</b> <b>Empathy</b>	Ability to: <ul style="list-style-type: none"> <li>• Communicate effectively, establish and maintain good working relationships with tenants; multidisciplinary team; visitors; colleagues; relatives; other departments and all levels of management.</li> <li>• Read and understand written work, write clear and accurate reports/records.</li> <li>• Prioritise workload</li> <li>• Maintain confidentiality.</li> <li>• Respect the unique working environment (tenants` home).</li> <li>• Display empathy with tenants.</li> <li>• Manage personal/professional boundaries.</li> </ul>	
<b>PHYSICAL REQUIREMENTS</b>	Ability to: <ul style="list-style-type: none"> <li>• Carry out night work.</li> <li>• Carry out moving &amp; handling tasks</li> <li>• Cover on-call requirements (if relevant)</li> </ul>	
<b>DISPOSITION</b>	<ul style="list-style-type: none"> <li>• Attitude which places an equal value on vulnerable adults</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).	

**\*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.

Completed application forms must be returned to Apex Housing Association, Corporate Services, 10 Butcher Street, L'Derry, BT48 6HL