

Person Specification

You are required to have experience of:

| Experience | Essential | Desirable |
|---|------------------|------------------|
| 1. Working in a Women's Support Worker role - preferably with women who have had complex needs or appropriate lived experience | ✓ | |
| 2. Engaging women and girls with complex needs, building and sustaining challenging relationships whilst collaborating on positive life changes and ultimate independence | ✓ | |
| 3. Effective case load management | ✓ | |
| 4. Establishing and maintaining productive working relationships in partnership with a variety of organisations focussing on better outcomes for service users. | ✓ | |
| 5. Managing or leading a frontline services team, team meetings and a commitment to team working and development | ✓ | |
| 6. Managing issues of risk and complexity in the community | ✓ | |

You are required to have an excellent understanding of:

| Understanding | Essential | Desirable |
|--|------------------|------------------|
| 7. Complex Needs facing vulnerable women and young women | ✓ | |
| 8. A range of statutory and voluntary services available that support women and girls across the city | ✓ | |
| 9. Responsibilities and processes in relation to safeguarding children and adults in a support worker role | ✓ | |
| 10. Professional boundaries and the ability to maintain them | ✓ | |

You are required to be able to demonstrate that you:

| Skills | Essential | Desirable |
|--|------------------|------------------|
| 11. Have the ability to engage effectively with a range of service users, families, friends and community supports | ✓ | |

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|---|---|--|
| 12. Can design, implement and monitor empathetic and culturally appropriate case support plans to enhance the quality of life for women accessing the service | ✓ | |
| 13. Have high level written and oral communication skills including the ability to write support plans, provide and present reports in a variety of formats, enter case notes, and be administratively self-servicing | ✓ | |
| 14. Are proactive and can work under own initiative to identify objectives and to prioritise work. | ✓ | |
| 15. You are IT literate and have good presentation skills, along with being proficient in software such as MS Office. | ✓ | |
| 16. Have strong interpersonal and communication skills, with the ability to build and maintain effective working relationships. | ✓ | |
| 17. Have the ability to develop, implement and monitor support plans | ✓ | |

You are required to:

| Qualifications/ Professional Membership | Essential | Desirable |
|--|------------------|------------------|
| 18. Have a relevant support or community healthcare qualification, or a significant number of years of support or community healthcare experience. | | ✓ |

You are required to be able to demonstrate your ability to:

| Personal Qualities | Essential | Desirable |
|--|------------------|------------------|
| 19. Share and Promote Behind Closed Doors and WLL's Values | ✓ | |
| 20. Be flexible and adaptable. | ✓ | |
| 21. Be solutions-focused with a creative problem-solving approach. | ✓ | |
| 22. Support the concept of diversity and inclusion, and work in a non-judgemental and inclusive way. | ✓ | |
| 23. Be resilient and be able to support colleagues working in stressful situations | ✓ | |