



Person Specification

Qualifications

- Qualification or demonstrable relevant experience at QCF/NVQ level 3 in Health and Social Care

Experience, Knowledge & Skills

- Experience of case management for complex/vulnerable service users.
- Experience supporting vulnerable adults to manage tenancies.
- Experience supporting people to make benefit applications.
- Understanding of the benefits system.
- Knowledge of dual diagnosis.
- Understanding of recovery and strengths-based ways of working.
- Knowledge of homelessness and related issues.

Abilities and attributes

- Ability to manage own time, prioritise activities and maintain accountability for your work.
- Maintain confidentiality of all data and information.
- Accurate record keeping.
- Ability to work non-judgementally.
- Cultural awareness.
- Maintain clear professional boundaries.
- Adopt a person-centred focus.
- Work proactively with internal and external teams.
- Liaise with other agencies to support service users.
- Open minded and willing to develop professionally.
- Good IT skills and ability to use MS Office (Word, Excel, Outlook).
- Able to use a computerised database for case file management.