

## Person Specification for the Post of MALE SUPPORT WORKER

### 1. PERSONAL QUALITIES

#### Essential:

- As a genuine occupational requirement, it is essential that you have a personal commitment to the Christian faith, and to practical expression of that faith in a professional context.
- As a genuine occupational requirement, it is essential that you are able to support and promote the Christian ethos of YMCA Exeter as described in the Ethos Statement.
- As a genuine occupational requirement, it is essential that you have a commitment to praying for others.
- You will have a commitment to working with disadvantaged people to enable them to participate fully in the community.
- You will have the ability to maintain and conduct yourself in a professional manner in an environment dealing with clients demonstrating undue behaviours where emotions are heightened.
- In relation to working with clients, you are committed to high professional standards, including maintaining appropriate boundaries.
- You are able to deal with conflict in a challenging environment.
- You have the ability to work well as part of a team.
- You have a mature outlook, sound judgement and are confident.
- You are flexible and adaptable.
- You are reliable and punctual.

### 2. KNOWLEDGE AND EXPERIENCE

#### Essential:

- Experience of working with vulnerable young people.
- Experience of working in a challenging environment.
- Some understanding of the Benefit system.

#### Desirable:

- Experience of housing related support provision, including developing/implementing support plans.
- Previous experience in a Housing setting.
- Thorough knowledge of Benefit system, including Housing Benefit and tax credits.
- Qualified basic first aider

### 3. SKILLS

**Essential:**

- Excellent interpersonal skills.
- Excellent communicator and listener, especially with young people.
- Good organisational skills.
- Good written and oral communication skills.
- IT Literate with competence in using Microsoft Office Suite software packages. Able to use Microsoft Windows operating System to organise and access files and documents, and with reasonable typing speed.
- Excellent record keeping skills.
- GCSE grade C or above (or equivalent) in Maths and English.
- Able to prioritise work well in a pressured environment.

**Desirable:**

- Relevant qualification(s) in housing, social work, youth work and/or similar.

### 4. CIRCUMSTANCES

**Essential:**

- Willing and able to work on average 5 evening shifts each fortnight on a rota basis, including one weekend every 5 weeks.

**Desirable:**

- Car driver.
- Car available to use.

### 5. OTHER

**Essential:**

- Willing and able to undertake appropriate training in order to strengthen the skills and knowledge necessary for effective carrying out of duties.
- The job necessitates the ability to access all three floors of the building, which has no lift.