**The Whitechapel Centre**

**Person Specification – Bank Worker**

The Whitechapel Centre is the leading homeless and housing charity for the Liverpool Region. We work with people who are sleeping rough, living in hostels or struggling to manage their accommodation. We are committed to reducing social exclusion and health inequalities and helping people find a home and learn the life skills essential for independent living. Reflecting the diverse routes into and through homelessness, Whitechapel operate a variety of services in different settings which ensure individuals do not slip through the net of provision. Our aim is to offer services which are of the highest quality achievable, relevant, informed by service users, and responsive to need.

Our Mission is to prevent and resolve homelessness, social exclusion and housing related poverty by providing practical, tailored support so that each person can find and maintain a home and achieve their potential.

**Our Values**

* We don’t give up on anyone.
* Equality and fairness underpin everything we do.
* We go the extra mile.
* We invest in our local community.
* We think outside the box.
* We do things with, not for, people.

**Note To Applicant:** In your application, you should provide evidence of meeting **all** criteria points on the person specification listed as essential along with as many criteria points listed as desirable as are applicable. Short-listing will be done by application form alone. Final selection will be done through a combination of interview and selection exercises. The following areas will be used to judge candidates’ suitability for the post.

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| **Knowledge, skills and experience** | **Essential or Desirable criteria** |
| * Relevant housing or support qualification.
* Knowledge of relevant housing, homelessness and benefits legislation.
* A minimum of 2 years’ experience planning, co-ordinating and delivering effective support services to people with complex needs including people with a history of 2 more of the following needs: Homelessness, mental health, substance misuse and offending.
* Experience of working with offenders and prison advice and resettlement services
* Ability to engage meaningfully, listen, build trust and represent the best interests of service users who may display very challenging behaviour. Trauma informed care.
* Able to motivate, inspire and get the best out of people in a positive atmosphere using motivational interviewing techniques .
* Ability to undertake comprehensive needs and risk assessments, and develop and implement effective risk management plans
* Excellent knowledge of, and ability to navigate access into, accommodation and local support services which are appropriate to need.
* Able to deliver effective pathways to greater independence including first class resettlement services through effective multi agency working.
* Able to deliver expert housing, homelessness and welfare rights advice based on a sound understanding of key housing, homelessness and benefits legislation
* Sound understanding of harm reduction techniques, treatment options and specialist advice and support services
* Able to deliver advice and advocacy around mental health and to support access into services and psychological therapies.
* Good knowledge of local leisure, education, training and employment opportunities
* Able to communicate confidently and clearly both verbally and in writing through the medium of English with professionals, service users and stakeholders.
* Strong negotiation and mediation skills. Able to use own initiative and to influence a wide range of people in order to achieve good outcomes.
* Able to work autonomously or as part of a team to make things happen.
* Able to develop and maintain credibility and influence. Able to represent the organisation at meetings and give presentations about the work of the organisation as required.
* Offers excellent time management and organisational skills, with demonstrable experience of managing a caseload and working flexibly to meet changing needs and demands whilst still achieving targets where there is a high level of contact with clients on a day to day basis.
* Excellent IT skills and the ability to quickly learn to use new IT systems essential to the role.
* Good understanding of budget management. Able to handle financial responsibility and accountability using the applicable systems of recording.
* Able to demonstrate a personal commitment to the ethos and values of The Whitechapel Centre.
* Promotes respect for all people. Recognises differing needs and expectations and challenges all oppressive practice.
* Operates within all policies and working practices of the organisation.
* Flexible approach to working hours and willingness to work flexibly as and when required
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| * This post is subject to an enhanced check by the Disclosure & Barring Service
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