**The Whitechapel Centre**

**Person Specification – Waking Night Project 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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| Experience, skills and abilities | * A minimum of 2 years’ experience working in a related homelessness, housing or support setting, delivering effective services to vulnerable people.
* Experience of working with rough sleepers.
* Able to undertake service user needs and risk assessments.
* 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 as appropriate
* Experience of developing and discharging individualised resettlement/ support plans.
* Experience of welfare rights or other types of advocacy relating to homelessness and inadequately housed people.
* Able to motivate and get the best out of people.
* Able to manage incidents using first class risk assessment and verbal de-escalation skills.
* Strong organisational skills and problem solving abilities.
* Strong decision-maker, comfortable using own initiative to make decisions
* Able to work within a changing environment, to prioritise tasks and to work flexibly in order to meet deadlines and the demands of a busy work environment.
* Able to demonstrate first class written and oral communication skills.
* Able to relate, make use of and develop relationships with a wide variety of individuals and agencies.
* Good computer / IT skills. IT savvy.
* Clear understanding of relevant Health & Safety regulations and procedures.
* Able to work productively as part of a team.
* Able to represent the organisation as required.
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| **Commitment** | * An understanding and commitment to the ethos and values of The Whitechapel Centre.
* Commitment to operate within Whitechapel’s confidentiality policy and within all policies and working practices of the organisation.
* Commitment to carry out all duties associated with the organisation’s Equal Opportunities and Diversity policies and to

 discharge all services in a non-judgemental way.* Ability to work unsociable hours, including attendance at meetings as required.
 | DesirableEssentialEssentialEssential |
| **Other** | * This post is subject to a DBS check
 | Essential |