



PERSON SPECIFICATION

Job Title:	Street Outreach Worker
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Measurement Codes

A = Application Form

P = Pre employment checks

I = Interview

T = Test/Assessment

R = Reference

D = Documentary

Evidence

Factors	Competence level required	Measure
Experience	<p>Experience of working positively with people.</p> <p>Experience of working with vulnerable/homeless people would be an advantage.</p>	A, I
Knowledge	An understanding of some of the issues faced by people who are affected by housing, homelessness, substance misuse, mental health, offending, domestic violence or support for families.	A, I
Qualifications	<p>Numeracy skills equivalent to NVQ Level 2 or above [Evidence of Maths GCSE Level A-C is acceptable]</p> <ul style="list-style-type: none"> • Accurately calculates benefits with service users • Enables service users to manage their own budgets effectively, creating payment plans with them • Reconciles receipts, expenditure and cash transactions 	A, D, T
	<p>Literacy skills equivalent to NVQ Level 2 or above [Evidence of English GCSE Level A-C is acceptable]</p> <ul style="list-style-type: none"> • Comprehends and interprets written reports, assessments or policy • Demonstrates confidence and competence in producing support plans, formal letters and reports. 	A, D, T

	A commitment to working towards NVQ Level 3 equivalent qualification.	A
Face to Face	Communicates with people at all levels in a polite, clear and friendly manner.	I, R
	Stays calm, regardless of the situation.	I, R
	Listens and hears what people say.	I
	Supports service users through a process of change to achieve positive outcomes.	A, I
Support Planning	Facilitates and motivates a service user to successfully negotiate and agree a realistic support plan and achievable goals set within appropriate timescales.	A, I
	Demonstrates the skills to write a clear, concise, sensitive and objective support plan that recognises the ultimate aims and breaks down those aims into achievable goals.	T
	Engages with the service user in their achievement of the goals of the support plan, and working towards its ultimate aims.	A, I
	Empowers and builds the confidence of the service user to independently achieve agreed goals.	A, I
	Forms, maintains and ends healthy and appropriate relationships with service users.	A, I, R
	Plans the support they will offer, depending on their target length of stay and the needs of the service.	A, T, R
	Understands and demonstrates professional boundaries, maintaining a professional distance whilst building	A, I, R

	effective and supportive non-dependent relationships.	
Risk Management	Recognises risks presented by situations, the environment and behaviour where perceptions have been altered by substances, alcohol, mental health or other issues.	I, T
	Responds effectively and appropriately to risks identified, demonstrating competent risk management skills.	I, T
Systems and Paperwork	Accurately follows instructions, procedures and policy.	A, T
	Records all incidents and interventions in writing, recording facts accurately and succinctly, without applying personal views unless it is appropriate to do so.	I
	Applies the appropriate administrative skills to ensure the maintenance and health & safety needs of the service are delivered.	I, R
	Report writing skills to produce documents of an acceptable standard for Social Services, Probation and the Courts.	A, I, R
	Is competent in the basic application of IT skills including word processing, accessing email and the internet.	A, T
Team working	Is an effective listener, communicating sensitively and demonstrating empathy to others.	A, I, R
	Consistently demonstrates a positive, solution focussed attitude, identifying opportunities for their own, their team's and the service users' development within given resources.	A, I, R

	Openly and willingly shares their own knowledge with others, guiding the individual in their development.	A
Personal Qualities	Demonstrates a positive attitude at all times.	I, R
Breadth of role	Demonstrates confidence and objectivity when signposting service users to other agencies.	I, R
Requirements due to working environment	<p>Street Outreach staff will need the use of a vehicle for work and have a full driving licence due to covering large geographical area.</p> <p>Willing to work unsociable hours and able to work outside for prolonged periods</p> <p>Access for wheelchair users is very limited within Framework services. An individual assessment will be carried out.</p> <p>Framework normally expects support workers to dress informally, but appropriately for the service, taking into consideration clothing that may cause offence to others and the requirements of health and safety.</p> <p>Occasionally workers will be asked to dress smartly in some, special circumstances.</p>	<p>A, D</p> <p>A</p> <p>A, I</p> <p>I</p> <p>n/a</p>
Equality & Diversity	Demonstrates respect for difference and a positive attitude to diversity.	I, R