

# STEP BY STEP PARTNERSHIP LTD

## PERSON SPECIFICATION

### Relief Support Worker

1. Experience working with young people, preferably in a hostel or resettlement context. Empathy for and genuine interest in the welfare of young people.
2. Ability to provide support to young people, interviewing, assessing and planning intervention. Ability to motivate young people.
3. Communication skills both written and verbal. Ability to maintain records.
4. Assertiveness and negotiation skills. Ability to handle difficult situations. Ability to set and maintain boundaries and foster respect from clients.
5. Knowledge of the issues affecting young people, e.g. unemployment, substance misuse and other causes of youth homelessness. A broad grasp of the relevant legislation as it relates to the client group (Housing Act, Children Act etc.) including welfare and tenant rights. Experience and basic understanding of the benefits system.
6. Experience liaising with voluntary and statutory agencies and accessing services. Ability to problem solve creatively using a wide range of resources.
7. Ability to work as part of a team as well as on own initiative being self-motivated and able to manage own workload. Ability to make decisions on own within project parameters.
8. Drive, enthusiasm, willingness to learn, flexibility, dynamism, and a sense of humour.
9. Counselling skills, experience giving information and advice, ability to enable young people to secure accommodation, employment, education or training.
10. Theoretical understanding of and ability to practice a client centred approach to working with young people. Experience of key working.
11. Understanding of how to practice anti-discriminatory ways of working and the ability to employ Step By Step equal opportunity policy.

**The above is a comprehensive Person Specification and we recognise that applicants may not satisfy every requirement.**