

PERSON SPECIFICATION

Bridging Outreach Worker

All the criteria below, both essential and desirable, will be assessed via your application form; further methods will be used to support this in the interview/selection stage should your application progress. Please refer to this document and the job description when completing your application, giving examples. A re-wording of the criteria listed will not guarantee an interview.

Method of Assessment: S - Scenario, I - Interview, P - Portfolio, T - Test, D – Documents

Qualifications and training

Method of Assessment – D, I

Essential:

- A minimum of 4 GCSEs (Including Maths and English) or equivalent experience in substance misuse, homelessness, mental health, community work or similar fields.
- Evidence of continual professional development related to trauma-informed practice, safeguarding, substance misuse, or homelessness.
- Willingness to undertake training in motivational interviewing, pre-treatment approaches, and psychologically informed environments.

Desirable:

- Training in harm reduction approaches or crisis intervention.
- Training in managing challenging behaviour or de-escalation.



Experience and knowledge

Method of Assessment – *D,I*

Essential:

- Experience supporting individuals with co-occurring substance use, mental health needs, or multiple disadvantages.
- Experience of working with people experiencing homelessness or at risk of homelessness, building trust and advocating for vulnerable clients.
- Experience working as part of multi-agency systems, coordinating or contributing to joint action plans and risk management.
- Written communication with the ability to work methodically to keep accurate records and produce relevant statistical information as required.
- Awareness of dealing with confidential and sensitive information appropriately.
- Ability to achieve targets and prioritise workloads.

Desirable:

- Experience coordinating access to drug and alcohol treatment.
- Understanding of Housing Legislation and homelessness.
- Knowledge of specialist services such as Mental Health, Employment, Domestic Abuse and Safeguarding.
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Specialist skills and abilities

Method of Assessment – *D,I*

Essential:

- Ability to work with and signpost to other agencies, both statutory and voluntary in Shropshire
- Ability to communicate with service users who have a wide range of support needs
- Experience of using a variety of computerised packages including Word and Excel
- An ability to work with others to find solutions to problems
- Ability to work efficiently and effectively within a fast-paced environment
- Ability to simplify complex information for service user understanding



Desirable:

- Understanding of Housing Legislation and homelessness
- Knowledge of the Care Act
- Knowledge of the Mental Capacity Act

Personal skills and attributes

Method of Assessment – *D,I*

Essential:

- Compassionate, non-judgmental and client centred.
- Commitment to equality, diversity and inclusion, and understanding of how discrimination affects people experiencing homelessness and substance use.
- Flexible, proactive and able to work independently across the county.
- Willingness to work in challenging environments.
- Ability to remain calm and professional under pressure.
- Commitment to safeguarding, risk management and ethical practice.

Desirable:

- A reflective practitioner who actively seeks feedback and contributes to service development.
- Confidence in challenging decisions or advocating for systemic improvements.
- Local knowledge of the Shropshire Area

Decision making impact and innovation

Method of Assessment – *D,I*

Essential:

- Reliability, accountability and a solution focused attitude.
- Experience advocating on behalf of clients and challenging barriers with services.
- Awareness of professional curiosity



Fluency Duty

This role is subject to the Fluency Duty under the Immigration Act 2016. The postholder will be required to demonstrate an appropriate level of spoken English where this is a regular and intrinsic part of the role.

This criteria applies in accordance with the statutory [Fluency Duty for public facing roles](#)

Special working conditions

Method of Assessment – *D,I*

Essential:

- This post may require attendance at meetings and events outside normal working hours
- Will be working in a lone working capacity on occasions
- Will be required to work across Shropshire to provide support to staff on joint visits to customers
- Full UK driving licence and ability to travel independently across the county for outreach, appointments and multi-agency working.
- Ability to work from home on a regular basis, with the requirement to attend your primary work base as and when required.
- During a Pandemic, Epidemic or Major Incident or Emergency you may be asked to work from home or other location and on occasion to undertake duties that are not stated in your Job Description or Person Specification where there is a skill, competency, and experience match

