



NORTON HOUSING AND SUPPORT LTD

SUPPORT WORKER Domestic and Independence - PERSON SPECIFICATION

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|--|
| Assessment: 1 - meets criteria well 2 - meets criteria adequately 3 - does not meet criteria |
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| <u>1. Attitude / Personality</u> | Essential / Desirable | Assessment | | | Comments |
|--|------------------------------|-------------------|----------|----------|-----------------|
| | | 1 | 2 | 3 | |
| Warm, empathic and approachable | E | | | | |
| Considered and sensible approach, with a "can do" attitude | E | | | | |
| Genuinely driven with a desire to make a difference in people's lives | E | | | | |
| Calm under pressure | E | | | | |
| Reliable | E | | | | |
| A flexible approach to work | E | | | | |
| Willingness to undergo any necessary training and personal development | E | | | | |
| Self motivated | E | | | | |
| A strong commitment to inclusive working | E | | | | |

| 2. Skills | Essential / | Assessment | | | Comments | | | | |
|---|--------------------|-------------------|----------|----------|-----------------|--|--|--|--|
| | Desirable | 1 | 2 | 3 | | | | | |
| Effective communication & interpersonal skills (verbal and written) and the ability to work as part of a team and on own initiative | E | | | | | | | | |
| Active listening skills and ability to apply Unconditional Positive Regard | E | | | | | | | | |
| Ability to manage and organise own time | E | | | | | | | | |
| Understand person-centred support and utilise this to improve daily living and personal development amongst service users. | E | | | | | | | | |
| Empathy towards and ability to work with those residents with substance misuse concerns to encourage sobriety and maintain recovery | E | | | | | | | | |
| Ability to earn and maintain the trust of clients / involved relatives and staff from other organisations | E | | | | | | | | |
| Ability and motivation to tailor approach based on the needs, cultural background, age and ability of individual service users. | E | | | | | | | | |
| Ability to apply a flexible, innovative and creative approaches to working with a sometimes hard-to-engage and challenging client group | E | | | | | | | | |

| 2. Skills (Cont.) | Essential / | Assessment | | | Comments |
|--|--------------------|-------------------|----------|----------|-----------------|
| | | 1 | 2 | 3 | |
| Understand and have the ability to adapt 1-2-1 sessions with individuals with learning disabilities including Neurodivergence. | D | | | | |
| Understanding of the Language/jargon of the sector and ability to write quality session logs and daily communications. | E | | | | |
| Basic understanding of medication and treatment options | D | | | | |
| Ability to respond confidently and sensitively to crisis. | E | | | | |
| Reasonable independent means of transport | E | | | | |

| 3. Experience, Qualifications and Knowledge | Essential / Desirable | Assessment | | | Comments |
|--|------------------------------|-------------------|----------|----------|-----------------|
| | | 1 | 2 | 3 | |
| Demonstrable experience in providing positive, engaging and enabling support for people with mental health needs that motivates and creates healthy challenge to inspire personal development. | E | | | | |
| Minimum of 3 years demonstrable experience and / or a minimum of level 2 qualification in Health and Social Care or similar related subject | E | | | | |
| Appropriate qualification or working towards a Level 2 qualification in Understanding Mental Health or similar qualification. | D | | | | |
| Demonstrable experience of applying Trauma Informed Practice within a similar role or setting | E | | | | |
| Experience in identifying a mental health decline in service users. | E | | | | |
| Experience of working with Care Teams and understanding of Community Mental Health Teams in Leicester/Leicestershire | D | | | | |
| Understanding of Safeguarding and how to identify and respond appropriately to safeguarding concerns. | E | | | | |
| Ability to understand and demonstrate the importance of strong professional boundaries and how to maintain them | E | | | | |
| An understanding of confidentiality and how/when this should be maintained | E | | | | |