



### **Person Specification – Mental Health Support Worker**

<b>Attitude / Personality</b>	<b>Essential or Desirable</b>
Warm, empathic and approachable	Essential
Considered and sensible approach, with a "can do" attitude	Essential
Genuinely driven with a desire to make a difference in people's lives	Essential
Calm under pressure	Essential
Reliable	Essential
A flexible approach to work	Essential
Willingness to undergo any necessary training and personal development	Essential
Self-motivated	Essential
A strong commitment to inclusive working	Essential

<b>Skills and Knowledge</b>	<b>Essential or Desirable</b>
Reasonable independent means of transport	Essential
Ability to apply a flexible, innovative and creative approach to working with a sometimes hard-to-engage and challenging client group	Essential
Effective communication & interpersonal skills (verbal and written) and the ability to work as part of a team and on own initiative	Essential
Active listening skills with an accepting and therapeutic approach	Essential
Ability to manage and organise own time	Essential
Ability to apply experience and knowledge to support those residents with substance misuse to enable sobriety and maintenance of recovery	Essential
Ability to earn and maintain the trust of clients / involved relatives and staff from other organisations	Essential
Understand and have the ability to adapt 1-2-1 sessions with individuals with learning disabilities or Neurodivergence.	Essential
Basic understanding of mental health terminology, medication and treatment options	Essential
Ability to respond confidently and sensitively to manage an individual in crisis	Essential
IT skills – ability to update records and create documents.	Essential
Knowledge of, and experience of applying, trauma informed approaches	Desirable
Understanding of applied behaviour analysis and ability to utilise this to improve daily living and personal development amongst residents.	Desirable

Experience	Essential or Desirable
Minimum of 4 years' experience in providing positive, engaging and enabling support for people with mental health needs / neurodiversity that motivates and creates healthy challenges to inspire personal development, and/ or a minimum of level 3 qualification in Health and Social Care or similar related subject	Essential
Experience in observing and assessing complex service user behaviours and implementing strategies to remove harmful and unhealthy patterns of behaviour.	Essential
Experience of effectively and proactively dealing with safeguarding concerns	Essential
Ability to understand and demonstrate the importance of strong professional boundaries and how to maintain them	Essential
An understanding of confidentiality and how/when this should be maintained	Essential
Experience of working with Care Teams and understanding of Community Mental Health Teams in Leicester/Leicestershire	Desirable