

# PERSON SPECIFICATION



In this section the Skills, Knowledge, Qualification and Competency requirements to perform the role to a satisfactory standard are set out. The extent, nature and level of the role holder's knowledge and skills should be specified

**Awareness** some knowledge or skills sufficient to show aptitude and the ability to learn in the particular work area

**Significant** knowledge and skills gained through practice and/or qualification sufficient to fulfil the role requirements

**Extensive** knowledge and skills gained through practice and/ or qualification to fulfil the role requirements and contribute to training others and developing policy and practice in the work area

PERSON SPECIFICATION - SKILLS AND KNOWLEDGE	SKILLS AND PERSONAL QUALITIES NEEDED	Req'd		Level			ASSESSMENT METHOD
		Essential	Desirable	Awareness	Significant	Extensive	
<b>EXPERIENCE, TECHNICAL KNOWLEDGE AND QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>A minimum of at least two years' experience of working in Adult Social Care or a Mental Health Setting with people who have complex needs and/or serious or enduring Mental Health difficulties</li> </ul>	X			X		<b>APPLICATION, INTERVIEW &amp; REFERENCE</b> <ul style="list-style-type: none"> <li>APPLICATION</li> <li>INTERVIEW</li> <li>TESTING</li> <li>REFERENCE</li> </ul>
	<ul style="list-style-type: none"> <li>A good level of general education and/or working towards a recognised mental health qualification.</li> </ul>		X		X		
	<ul style="list-style-type: none"> <li>The ability to be able to research and seek information about local community resources via IT systems.</li> </ul>		X	X			
	<ul style="list-style-type: none"> <li>Knowledge of Microsoft Office, in particular Outlook, Excel and word and their application.</li> </ul>	X			X		
<b>COMMUNICATION</b>	<ul style="list-style-type: none"> <li>Excellent communication and interpersonal skills.</li> </ul>	X			X		<b>APPLICATION, INTERVIEW &amp; TESTING</b>
	<ul style="list-style-type: none"> <li>The ability to converse at ease with clients, other staff, members of the public and provide advice, reason and explain.</li> </ul>	X			X		
	<ul style="list-style-type: none"> <li>Experience of working empathetically and in a person-centred manner with people with a range of needs including rough sleepers, people with serious and enduring mental health problems.</li> </ul>	X			X		
	<ul style="list-style-type: none"> <li>Ability to maintain professional support work relationships with awareness of personal boundaries.</li> </ul>	X			X		

COMPETENCIES REQUIRED – All role holders must be able to comply with the Connection Support's core competency requirements which include communication, respect for others, customer service, drive for results, delivering the promise and continuous personal development.

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<b>PLANNING AND ORGANISING WORK</b>	<ul style="list-style-type: none"> <li>▪ Ability to identify, prioritise work and plan accordingly.</li> <li>▪ Experience of working in a complex environment, so able to self-motivate and meet set deadlines.</li> <li>▪ Ability to adapt to competing demands and priorities.</li> </ul>	X  X	X		X  X	<b>APPLICATION, INTERVIEW &amp; REFERENCE</b>
<b>INFLUENCING AND INTERPERSONAL SKILLS</b>	<ul style="list-style-type: none"> <li>▪ Ability to provide information, advice and support to people with disabilities, carers, professionals and other agencies about support planning and brokerage.</li> <li>▪ Ability to work with a wide range of professionals and organisations in a variety of forums.</li> <li>▪ Experience of building positive, successful professional relationships and networks with individuals, teams and partner organisations.</li> </ul>	X  X	X		X  X	<b>APPLICATION &amp; INTERVIEW</b>
<b>PROBLEM-SOLVING</b> Using initiative to overcome problems	<ul style="list-style-type: none"> <li>▪ Ability to find creative solutions to meet outcomes for service users.</li> </ul>	X			X	<b>APPLICATION &amp; INTERVIEW</b>
<b>ACCOUNTABILITY AND RESPONSIBILITY</b> Undertakes tasks without supervision	<ul style="list-style-type: none"> <li>▪ Ability to work independently and effectively in a team.</li> <li>▪ Ability to meet deadlines ensuring time frames and performance indicators are achieved.</li> </ul>	X	X		X	<b>APPLICATION &amp; INTERVIEW</b>
<b>PERSONAL DEVELOPMENT</b>	<ul style="list-style-type: none"> <li>▪ Attend and engage in team meetings and self-development opportunities and supervision.</li> <li>▪ Work with the team and management group to develop the role of support worker and the team.</li> </ul>	X	X	X		<b>APPLICATION &amp; INTERVIEW</b>

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<b>EQUALITY &amp; DIVERSITY</b>	<ul style="list-style-type: none"> <li>Demonstrate a commitment to equality of opportunity principles and experience of putting these into practice.</li> </ul>	X		X		<b>APPLICATION &amp; INTERVIEW</b>
<b>MANAGING RISK</b>	<ul style="list-style-type: none"> <li>Knowledge of Adult Safeguarding and ability to apply relevant policy and procedures.</li> <li>Ability to maintain confidentiality and professional boundaries with clients.</li> <li>To be able to assess risk, encourage positive risk taking and choice and control.</li> </ul>	X		X		<b>INTERVIEW</b>
		X			X	
			X	X		
<b>OTHER</b>	<ul style="list-style-type: none"> <li>Ability to listen and identify issues and/or concerns.</li> <li>Ability to work under own initiative with a good level of accuracy.</li> </ul>	X			X	<b>APPLICATION &amp; INTERVIEW</b>
		X			X	

<b>Signed - Job holder</b>	<b>Signed - Line Manager</b>	<b>Signed - Operations Manager</b>	<b>Date</b>

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