

## 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

PERSON SPECIFICATION - SKILLS AND KNOWLEDGE	SKILLS AND PERSONAL QUALITIES NEEDED
<b>KNOWLEDGE, SKILLS &amp; EXPERIENCE</b>	<ul style="list-style-type: none"> <li>▪ Experience of working with people who are experiencing or have experienced mental health issues, or in mental health crisis. (E)</li> <li>▪ Knowledge of mental health conditions or diagnosis and the impact that these can have on daily life. (E)</li> <li>▪ Experience in signposting, providing information and practical support to people. (E)</li> <li>▪ Experience of supporting people to resettlement into their homes. (E)</li> <li>▪ Experience of providing person centred support. (E)</li> <li>▪ Ability to research and seek information about local community resources. (E)</li> <li>▪ Good working knowledge of Microsoft Office, Excel and Word. (E)</li> <li>▪ Experience of recording information and keeping up to date. (E)</li> <li>▪ Understanding of the housing and welfare benefits system. (E)</li> </ul>
<b>COMMUNICATION</b>	<ul style="list-style-type: none"> <li>▪ Excellent communication and interpersonal skills. (E)</li> <li>▪ The ability to build effective working relationships with clients, other staff, and members of the public. (E)</li> <li>▪ Experience of working empathetically and in a person-centred manner with people with a wide range of people. (E)</li> <li>▪ Ability to actively listen. (E)</li> </ul>

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<b>PLANNING AND ORGANISING WORK</b>	<ul style="list-style-type: none"> <li>▪ Ability to identify, prioritise and plan work accordingly. (E)</li> <li>▪ Uses own initiative. (E)</li> <li>▪ Good level of organisational skills. (E)</li> </ul>
<b>INFLUENCING AND INTERPERSONAL SKILLS</b>	<ul style="list-style-type: none"> <li>▪ Ability to support people to understand their finances, budgets, tenancies. (E)</li> <li>▪ Ability to signpost and support people to access additional services and networks. (E)</li> <li>▪ Ability to work with a wide range of professionals and organisations in a variety of forums. (E)</li> <li>▪ Ability to work with OUH, Trust, Council and other agencies teams. (E)</li> </ul>
<b>PROBLEM-SOLVING</b>	<ul style="list-style-type: none"> <li>▪ Ability to find creative solutions to meet outcomes for clients. (E)</li> <li>▪ To represent the organisation at in a number of different forums. (E)</li> </ul>
<b>ACCOUNTABILITY AND RESPONSIBILITY</b>	<ul style="list-style-type: none"> <li>▪ Will demonstrate ability to self-start and work independently, works effectively as a team player. (E)</li> <li>▪ Can work to meet deadlines ensuring time frames and outcomes are met. (E)</li> </ul>
<b>PERSONAL DEVELOPMENT</b>	<ul style="list-style-type: none"> <li>▪ Attend and engage in team meetings, self-development opportunities and supervision. (E)</li> <li>▪ Work with the team and management group to develop the role of support worker and the team. (E)</li> </ul>
<b>EQUALITY &amp; DIVERSITY</b>	<ul style="list-style-type: none"> <li>▪ Will demonstrate a commitment to the Mission, Vision, and Values of Connection Support. (E)</li> <li>▪ Will promote and uphold Equality, Diversity, Equity and inclusion principles and practices. (E)</li> </ul>
<b>MANAGING RISK</b>	<ul style="list-style-type: none"> <li>▪ To follow Safeguarding and whistleblowing policies and procedures. (E)</li> <li>▪ To be able to assess risk, encourage positive risk taking and choice and control for clients. (E)</li> </ul>

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	<ul style="list-style-type: none"> <li>To ensure the safety of yourselves, colleagues and clients by following Health and Safety policies and procedures. (E)</li> </ul>
<b>MANAGING CHANGE</b>	<ul style="list-style-type: none"> <li>To understand the need for change, to respond positively and creatively applying a constructive response and influence to others. (E)</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>Driver's licence and access to a vehicle. (E)</li> </ul>

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