

## 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, volunteering, or caring for with people with one or more of the following: mental health, substance misuse, disabilities, long term health conditions, learning disabilities, older people. (E)</li> <li>▪ Experience of seeking information about local community resources. (D)</li> <li>▪ Experience of providing advice, information and signposting. (D)</li> <li>▪ Good working knowledge of Microsoft Office, Excel and Word. (E)</li> <li>▪ Experience of recording information and maintaining records. (D)</li> <li>▪ Some knowledge of the issues faced by vulnerable people, particularly those which might arise when dealing with clients in the community. (D)</li> </ul>
<b>COMMUNICATION</b>	<ul style="list-style-type: none"> <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> <li>▪ Ability to challenge appropriately and to manage conflict constructively.</li> </ul>
<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> </ul>

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	<ul style="list-style-type: none"> <li>▪ Good organisational skills. (E)</li> <li>▪ Ability to co-create, and review client person centred assessments, risk assessment, action plans and reviews.</li> </ul>
<b>INFLUENCING AND INTERPERSONAL SKILLS</b>	<ul style="list-style-type: none"> <li>▪ Ability to work with a wide range of professionals and organisations in a variety of forums(E)</li> <li>▪ Ability to adjust your approach to each client. (E)</li> <li>▪ Ability to motivate and build client confidence. (E)</li> <li>▪ Ability to work in a non-judgemental way. (E)</li> </ul>
<b>PROBLEM-SOLVING</b>	<ul style="list-style-type: none"> <li>▪ Ability to find creative solutions to meet outcomes for service users (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> <li>▪ To ensure the safety of yourselves, colleagues and clients by following Health and Safety policies and procedures. (E)</li> </ul>

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<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>▪ Drivers Licence and access to a vehicle (E)</li> <li>▪ Ability to visit people in their home, across Buckinghamshire. (E)</li> </ul>

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