**Person Specification Essential/Desirable**

**Post** – Support worker

**Qualifications**

Applicable qualification e.g. social work, Occupational Therapy, Nursing, counselling, youth work, housing officer, social & welfare officer, working with vulnerable adults. **D**

NVQ level 3 in Health and Social care  **D**

Degree applicable to role **D**

GCSE’S or equivalent in English and Maths **E**

Post holder must be able to evidence the necessary skills in Literacy and Numeracy appropriate to the role e.g. is able to complete consist case notes and write a report regarding their work with the service user. **E**

First aid at work training **D**

**Experience**

Experience of working or volunteering with service users affected by mental health **D**

Experience of working with service users to plan ways to achieve agreed goals **D**

Experience of working with vulnerable people in a supportive role **E**

**Knowledge**

Safeguarding children, young people and adults **E**

Legislation, policy and practice relating to homelessness and the issues that cause people to become homeless **D**

Knowledge of the benefits system **D**

Knowledge of the importance of good working relationships with colleagues to achieve the best outcome for the service and service user alike people **D**

Knowledge of serious mental health conditions and the support available to help those affected **D**

An understanding of mental health legislation **E**

**Skills**

Communicate clearly,sensitively and effectively with all vulnerable individuals, professionals and colleagues **E**

Ability to build positive working relationships with service users **E**

Stay calm under pressure **E**

Maintain a focus on support planning, goals and outcomes **E**

Organisational skills to manage own workload **E**

Able to work well within a team to achieve shared goals and provide support to colleagues **E**

Ability to communicate effectively both verbally and in writing for a range of purposes **E**

ICT skills to access information, contribute to electronic information systems and support service users **D**