

# Person Specification

## Senior Support Worker – Support Pathways Service

### 1 Knowledge and Skills

Must have at least two years' experience of working in the voluntary or care sector	<b>Essential</b>
1.1 Must have administrative skills and be able to: <ul style="list-style-type: none"> <li>• Operate office equipment and procedures</li> <li>• Word process and use general ICT skills</li> <li>• Demonstrate good written skills and experience in producing coherent written materials</li> </ul>	<b>Essential</b>
1.2 Must be able to demonstrate understanding of working with diverse communities.	<b>Essential</b>
1.4. Must have organising skills and be able to: <ul style="list-style-type: none"> <li>• Plan, prioritise and allocate work</li> <li>• Facilitate discussion at meetings</li> </ul>	<b>Essential</b>
1.5 Must be able to demonstrate capacity to deal with a range of people in local communities and across levels of public services, and to work with discretion, integrity and with complete confidentiality.	<b>Essential</b>
1.6 Must be able to work in dynamic and changing circumstances.	<b>Desirable</b>
1.7 Must be able to get on with people, and to work independently as well as in a team.	<b>Essential</b>
1.8 Be able to demonstrate knowledge and understanding of the issues faced by learning disabled people and their carers.	<b>Essential</b>

## **2 People and Contacts**

2.1 Ability to act diplomatically, to use written and verbal communication skills to explain complex matters to service users and to highlight their issues to managers and staff from other agencies	<b>Essential</b>
2.2 Ability to work reliably and responsibly as a member of a team with internal and external colleagues to achieve service outcomes	<b>Essential</b>

## **3 Accountability and Resources**

3.1 Evaluating performance against quality standards	<b>Essential</b>
3.2 Monitoring the project and working towards achieving agreed outcomes	<b>Essential</b>
3.3 Ensuring activities are meeting targets outlined in the service Specification	<b>Essential</b>
3.4 Ensuring records are up to date and accurate	<b>Essential</b>

## **4 Job Impact**

4.1 Determination to seek to improve quality of performance	<b>Essential</b>
4.2 Ability to deliver services to individuals from diverse communities	<b>Essential</b>
4.3 Ability to demonstrate values in line with organisational Mission Statement	<b>Essential</b>
4.4 Willingness to visit service users	<b>Essential</b>

## **5 Creativity and Innovation**

5.1 Ability to provide consistent information and statistics to support Service Manager, writing reports as necessary	<b>Essential</b>
5.2 Ability to speak in public to small groups, make presentations at events and display information effectively	<b>Desirable</b>
5.3 Ability to plan, organise and manage activities in a logical and consistent manner, using appropriate information systems and tools e.g. work schedules and charts	<b>Essential</b>
5.4 Ability to monitor and evaluate performance	<b>Essential</b>

## **6 Independence and Judgement**

6.1 Ability to work with minimum supervision using initiative, multi-tasking, thinking on your feet, and responding to urgent situations	<b>Essential</b>
6.2 Ability to identify problems, analyse the relevant factors and through the use of appropriate information, suggest effective solutions	<b>Desirable</b>
6.3 Ability to accept responsibility for meeting service users' needs, demonstrating flexibility and pride in delivering work of the highest quality, working to deadlines and under pressure	<b>Essential</b>

## **7 Other Attributes**

7.1 Supervising volunteers	<b>Essential</b>
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## **8 Legislations**

8.1 Equal Opportunities	<b>Essential</b>
8.2 Health and Safety	<b>Essential</b>
8.3 Learning disability legislation and strategy	<b>Essential</b>

## **Other Requirements**

All staff employed by Midland Mencap will: <ul style="list-style-type: none"><li>Recognise their duty of care to all service users and the public</li></ul>	<b>Essential</b>
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<ul style="list-style-type: none"> <li>• Agree with the organisation's values and ensure that they are complied with at all times</li> <li>• Demonstrate understanding and belief in Midland Mencap's values</li> </ul>	<p><b>Essential</b></p> <p><b>Essential</b></p>
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**The person appointed to this post will also:**

<ul style="list-style-type: none"> <li>• Have enhanced level clearance from CRB</li> <li>• Be available for occasional evening meetings and weekend events</li> </ul>	<p><b>Essential</b></p> <p><b>Essential</b></p>
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ME. 17.03.10.