

Person Specification

Support Worker – Support Pathways Service

1 Knowledge and Skills

1.1 Previous experience of working in a social care setting.	Essential
1.2 Must have basic administrative skills and be able to: <ul style="list-style-type: none">• Follow administrative procedures• Demonstrate good written skills and be able to complete coherent reports	Essential
1.3 Must be able to demonstrate understanding of working with diverse communities.	Essential
1.4. Must have organising skills and be able to: <ul style="list-style-type: none">• Plan and prioritise work• Attend and contribute at meetings and groups• Facilitate discussion at meetings and groups	Essential
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.	Essential
1.6 Must be able to work in dynamic and changing circumstances.	Desirable
1.7 Must be able to get on with people, and to work independently as well as in a team.	Essential
1.8 Be able to demonstrate knowledge and understanding of the issues faced by learning disabled people and their carers.	Desirable

2 People and Contacts

2.1 Ability to act diplomatically and to use a range of communication skills to work sensitively with service users, their families and staff from other agencies.	Essential
2.2 Ability to work reliably and responsibly as a member of a team with internal and external colleagues to achieve service outcomes.	Essential

3 Job Impact

3.1 Determination to seek to improve quality of performance.	Essential
3.2 Ability to deliver support to individuals from diverse communities.	Essential
3.3 Ability to demonstrate personal values in line with Organisational Mission statement.	Essential

4 Creativity and Innovation

4.1 Ability to provide consistent information to support senior Support worker and service manager.	Essential
4.2 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.	Essential

5 Independence and Judgement

5.1 Ability to work independently and use initiative	Essential
5.2 Ability to recognise boundaries	Essential
5.3 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.	Essential

6 Legislations

9.1 Equal Opportunities 9.2 Health and Safety	Essential Essential
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Other Requirements

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

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

