

Person specification – What we need from you?

Support worker

This section outlines the things we need from a support worker. You'll see you don't always need specific qualifications or experience, but you will need to be able to demonstrate certain personal qualities.

The essential criteria are those things which you must have in order to do the job. Desirable criteria are those qualities that would be either useful, or an advantage to have and/or are things that you could be trained to do.

Please use the 'additional information' section of the application form to explain how you meet these criteria and why you think you have the qualities we need for this job.

Education and training	
Essential criteria	Desirable criteria
Some posts will need the ability to drive.	British Sign Language level one.
	Level 2 Diploma in Health and Social Care or equivalent.

Achievements, experience, skills & abilities	
Essential criteria	Desirable criteria
Able to be caring, sensitive and patient while supporting people to be as independent as possible.	Experience of working with vulnerable people in a home, community or education setting.
Keen to work with the people Sense supports and demonstrate empathy and compassion.	Recent experience of working with people with sensory impairment, dual sensory impairment or people using a range of communication methods.
Enthusiasm to make a difference to people's lives.	Recent experience of providing personal care in a work or non-work setting and of supporting people with behaviour that can challenge.

The ability to read and write well enough to understand guidelines, policies and records etc. Experience of completing records yourself.	Experience of outcome based service delivery and the required records which evidence that.
Experience of handling money and a level of numeracy to be able to account for domestic expenditure.	Experience of handling money that belongs to other people.
Ability to listen, understand and respond to people, always putting the person that's being supported first.	Experience of contributing to the person centred review process and of using a range of person centred planning tools.
Ability to get on well with people and work in harmony with others, by both challenging and helping people to develop and learn from their experiences.	Experience of working in a work team setting. Experience of coaching and mentoring colleagues to improve practice.
Ability to be flexible and open to new challenges, ideas and experiences.	Experience of developing new ideas that improve people's independence and working flexibly to achieve them.
To demonstrate Sense's values, behaviours & I statements.	

Values and behaviours

The 'I' statements describe the values and the essential behaviours that we value at Sense and they apply to staff, volunteers, trustees and people who use the services.

Our values

- Honesty in how we behave.
- Aspirational in our approach.
- Accountability for our actions.
- Recognition of people's contribution and worth.
- Trust in each other.

Our behaviours

- **I will listen to others** by whatever means something is communicated to me: by gesture, facial expression, body tension or posture, sign language, objects of reference, in writing or voice, I actively listen.
- **I will understand and respond** I try to the best of my ability to understand what is being communicated to me and I always respond in a timely and respectful way.

- **I will respect others** I respect and treat others as I would wish to be respected and treated myself.
- **I will be honest and open** I am open about the reasons for my actions and I give my honest opinion knowing that it will be respected.
- **I will participate and contribute** I participate to the best of my ability and contribute willingly and freely.
- **I will take informed risk** I consider the benefits of taking a risk as well as what might happen if things go wrong. Where possible I seek to manage risk rather than avoid it.
- **I will find things to celebrate** I recognise that all achievements, no matter how small they might seem to me, are cause for celebration.
- **No decision about me, without me** I always seek to involve individuals in coming to decisions that affect them.

Frontline worker key competencies

The key competencies for this role include the following areas that you need to be able to meet.

It's all about you

- Self-awareness and awareness of others responses to your actions.
- Open to learning from others and willing to share knowledge and experiences.
- Show high standards of personal and professional behaviour.
- Take appropriate action if ethics and values are compromised.

Working with others

- Help others to play an active role taking into account a person's whole life, including physical, mental, cultural emotional and spiritual needs.

Managing services

- Gather feedback from people who use the service or colleagues you support to help develop team and personal plans.
- Actively contribute to discussions about how to improve performance and service.

Improving service

- Use systematic ways of managing and minimising risk in all that you do.
- Continually look for improvement in what we do by talking to those you support and people around you.

Setting direction:

- Influence others by sharing your perspective and knowledge, including influencing key decision makers.
- Help other people to gain influence over things that impact them directly.

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