

## **Support Worker Person Specification**

These are the qualities and behaviours that Hft support staff must have.

The first four areas are standard across Hft, the final, person-centred, area is to suit the particular service, and the people it supports, for this particular vacancy.

### **Communication – we need people who**

- Like being around people
- Value input from others
- Are good listeners
- Are willing to try new approaches
- Are able to communicate using a range of methods
- Communicate openly with people
- Articulate views with passion and understanding
- Speak clearly using positive, simple, straight forward language
- Articulate how they feel

### **Respect – we need people who**

- Value the views of others
- Are kind and thoughtful to others
- Have a positive outlook
- Are tolerant of people who have different views
- See the person first not the disability
- Respect others point of view
- Are well-mannered and polite to everyone they come into contact with
- Tackle issues with a positive frame of mind
- Work at a pace comfortable to the person they are supporting

### **Cares About – we need people who**

- Have a desire to be part of the social care world
- Are enthusiastic about supporting people
- Are patient with people
- Behave in a person centred way
- Are interested in the people they support

### **Creative Thinking – we need people who**

- Have a 'can do' attitude
- Think imaginatively
- Communicate positively with people using a range of methods
- Are enthusiastic
- Use their initiative
- Present themselves confidently
- Freely express their views and asks questions

### **Person Centred 'must haves' – we need people who**

- Are able to understand and willing to support complex health and personal care needs
- Are compassionate and have sensitivity
- Are enthusiastic for social activities and are willing to support the persons hobbies and interests
- Have the ability to manage time and meet deadlines
- Have the ability to motivate others to achieve tasks
- Are able to support people on holidays or short breaks
- Are willing to attend training as and when required