



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.

1. 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

2. 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

3. 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

4. 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

5. Person Centred 'must haves' – we need people who

- Are able to understand and support complex health needs
- Are willing to support at times some complex personal care needs
- Will be able to motivate others
- Use their initiative
- Be able to provide creative solutions alongside the people we support