

## **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 specific service, and the people it supports, for this 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

- Are passionate about working in social care
- Can adapt to changing routine and demands, for example those created by the coronavirus pandemic or other future unforeseen circumstances
- 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 and encourage people to engage in a variety of activities during the pandemic, promoting physical and mental wellbeing
- 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 work shifts, including weekends, some nights and Bank Holidays
- Are willing to attend training as and when required
- Have a caring nature
- Understand that people's needs change

**Person Centred 'nice to haves'** – we need people who

- Have experience in moving and handling
- Have an awareness or knowledge of Dementia and learning disabilities