

Kettering Mind
Person Specification – Resource Centre Support worker

You will be proud to hold responsibility for the wellbeing of the people we support and you will be passionate about offering the best possible services.

Factors	Essential	Desirable	Method of Assessment
Qualifications	<p>At least 5 GCSE's grade C or above including English and Mathematics</p> <p>Level 3 Health & Social Care or equivalent</p> <p>Level 3 Award in Education and Training (Formally PTLLS) or equivalent</p>	<p>Level 3 or above Counselling qualification</p> <p>Ideally educated to degree level in a relevant subject or equivalent experience</p>	<p>Application form and certificate check</p>
Experience	<p>Experienced in planning and facilitation of groups / courses in a social care environment:</p> <p>Substantial experience of coaching / motivating others to achieve best practice</p> <p>Experience of carrying out assessments and reviews to identify service user needs</p>	<p>Background in working with people with mental health problems</p> <p>Experience of developing personalised support plans</p>	<p>Application form, interview and references</p>
Knowledge and skills	<p>Good IT skills and proficient user of Microsoft Office software in particular Word, Excel, Publisher and PowerPoint</p> <p>Able to provide reports in different visual / information layouts</p> <p>Able to research and confidently present to individuals and groups on a wide range of topics</p> <p>Excellent organisational and time management skills and able to prioritise time and resources</p> <p>Effective communication skills, ability to engage others, build rapport and support personal development of individuals</p> <p>Ability to respond professionally, flexibly, calmly and quickly in a crisis</p> <p>Knowledge of personalisation and recovery principles and how to apply these in support planning</p> <p>Demonstrate a sensitive and supportive approach to the people we support, maintaining their dignity and self-respect at all times</p>	<p>Knowledge of mental health problems</p> <p>An understanding of the challenges faced by individuals experiencing mental health problems</p>	<p>Application form, interview and references</p>

<p>Personal qualities</p>	<p>You must be able to work within the vision, mission, values, policies and practices of the organisation</p> <p>Calm, patient, caring & compassionate</p> <p>Someone who can lead by example, be approachable, friendly and committed to developing others</p> <p>A positive 'can do' attitude with the ability to embrace and adapt to change</p> <p>Strong partnership skills and ability to build and maintain excellent relationships internally and externally</p> <p>Able to demonstrate an empathetic and non-judgemental attitude towards others</p>		<p>Interview and references</p>
<p>Motivations and Expectations</p>	<p>Able to use a problem-solving approach to respond appropriately to a wide range of situations</p> <p>Able to work on own initiative or with others on tasks with minimum supervision</p> <p>Ensures tasks are followed through to completion</p> <p>Able to work a flexible shift pattern on a rota based system</p> <p>To conform to a high standard of professional conduct at all times</p> <p>To work collaboratively as part of a team to ensure the best outcome for the organisation</p> <p>You must be a car owner with a full driving license, valid in the UK, willing and able to insure and use it for business purposes</p>		<p>Interview</p>
<p>Equal Opportunities</p>	<p>Commitment to anti-Discriminatory practice and be able to demonstrate an in depth understanding of equal opportunities, values and diversity of others</p>	<p>Certificate in Equality & Diversity</p> <p>Knowledge of the 'Time to Change' Campaign</p>	<p>Interview</p>
<p>Health and Safety</p>	<p>Clear understanding of and commitment to Health & Safety legislative standards and there implementation</p> <p>Have a good understanding of safeguarding, risk assessment and risk management principles and processes</p>	<p>Health & Safety certificate</p>	<p>Interview</p>