

**PERSON SPECIFICATION  
SUPPORT WORKER**

Requirement	Essential	Desirable
<b>Qualifications/Education</b>		
Good standard of education	✓	
NVQ2 in Health & Social Care, or above, or equivalent	✓	
Qualification in counselling, teaching, education or other appropriate field		✓
<b>Experience/Knowledge</b>		
Working in a community-based / day care setting		✓
Understanding of the needs of people with acquired brain injury/learning disabilities/mental health needs	✓	
Working with and managing volunteers		✓
Researching, planning and facilitating activities	✓	
Assisting service users in their development of life, social and problem-solving skills	✓	
Promoting & developing projects/services		✓
Working in a client centred environment	✓	
Welfare benefits		✓
<b>Skills</b>		
Ability to participate in community, social and sporting activities with service users	✓	
Ability to influence and motivate individuals	✓	
Excellent interpersonal, verbal and written communication skills	✓	
Effective partnership working with other agencies and professionals as well as service users' families and carers	✓	
Accurate record keeping and report writing	✓	
Presentation and promotion of services		✓
Working on own initiative and ability to make decisions	✓	
Group work		✓
Work within, and understanding of, confidentiality and anti-discriminatory practice	✓	

Other	Essential	Desirable
Team player with ability to work alone	✓	
Punctual, reliable & consistent	✓	
Flexibility	✓	
Valid drivers licence and access to own vehicle	✓	
Licence to drive mini bus or eligible to be trained to drive	✓	
Friendly & approachable manner with sense of humour	✓	
Work within organisation's ethos, policies & procedures	✓	
Valid Certificate in Food Hygiene		✓
Valid Certificate in First Aid/Health & Safety		✓
Valid Certificate in Manual Handling		✓