



COMPLEX NEEDS SUPPORT WORKER - PERSON SPECIFICATION

Assessment: 1 - meets criteria well 2 - meets criteria adequately 3 - does not meet criteria
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<u>1. Attitude / Personality</u>	Essential / Desirable	Assessment			Comments
		1	2	3	
Warm, empathic and approachable	E				
Considered and sensible approach, with a "can do" attitude	E				
Genuinely driven with a desire to make a difference in people's lives	E				
Calm under pressure	E				
Reliable	E				
A flexible approach to work	E				
Willingness to undergo any necessary training and personal development	E				
Self motivated	E				
A strong commitment to inclusive working	E				

2. Skills	Essential /	Assessment			Comments
	Desirable	1	2	3	
Effective communication & interpersonal skills (verbal and written) and the ability to work as part of a team and on own initiative	E				
Active listening skills and ability to apply Unconditional Positive Regard	E				
Ability to manage and organise own time	E				
Understand applied behaviour analysis and utilise this to improve daily living and personal development amongst residents.	E				
Ability to apply experience and knowledge to support those residents with substance misuse to enable sobriety and maintenance of recovery	E				
Ability to earn and maintain the trust of clients / involved relatives and staff from other organisations	E				
Ability to tailor approach based on the needs of individual clients	E				

2. Skills (cont.)	Essential /	Assessment			Comments
	Desirable	1	2	3	
Ability to apply a flexible, innovative and creative approach to working with a sometimes hard-to-engage and challenging client group	E				
Understand and have the ability to adapt 1-2-1 sessions with individuals with learning disabilities including Neurodivergence.	D				
Understanding of the Language/jargon of the sector and ability to write quality case reports and daily communications.	E				
Basic understanding of medication and treatment options	D				
Ability to respond confidently and sensitively to manage an individual in crisis.	E				
Reasonable independent means of transport	E				

3. Experience, Qualifications and Knowledge	Essential / Desirable	Assessment			Comments
		1	2	3	
Demonstrable experience in providing positive, engaging and enabling support for people with mental health needs that motivates and creates healthy challenges to inspire personal development.	E				
Minimum of 4 years demonstrable experience and / or a minimum of level 3 qualification in Health and Social Care or similar related subject	E				
Demonstrable experience of applying Trauma Informed Practice within a similar role or setting	E				
Experience in observing and assessing complex service user behaviours and implementing strategies to remove harmful and unhealthy patterns of behaviour.	E				

3. Experience, Qualifications and Knowledge (Cont.)	Essential / Desirable	Assessment			Comments
		1	2	3	
Experience of working with Care Teams and understanding of Community Mental Health Teams in Leicester/Leicestershire	E				
Experience of effectively and proactively dealing with safeguarding concerns	E				
Ability to understand and demonstrate the importance of strong professional boundaries and how to maintain them	E				
An understanding of confidentiality and how/when this should be maintained	E				
Appropriate qualification or working towards a Level 3 qualification in Understanding Mental Health or similar qualification.	D				