



MENTAL HEALTH SUPPORT WORKER

Person Specification

<u>1. Attitude / Personality</u>	Essential /
	Desirable
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 /
	Desirable
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 (i.e. non judgemental approach)	E
Ability to manage and organise own time	E
Understand person-centred support and utilise this to improve daily living and personal development amongst service users.	E
Empathy towards and ability to work with those residents with substance misuse concerns to encourage sobriety and maintain recovery	E
Ability to earn and maintain the trust of clients / involved relatives and staff from other organisations	E
Ability and motivation to tailor approach based on the needs, cultural background, age and ability of individual clients	E
Ability to apply a flexible, innovative and creative approaches 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 session logs and daily communications.	E
Basic understanding of medication and treatment options	D
Ability to respond confidently and sensitively to crisis.	E
Access to transport that ensures swift and smooth transitions between properties in and around Leicester / Leicestershire	E

3. Experience, Qualifications and Knowledge	Essential /
	Desirable
Demonstrable experience within a similar setting (supported housing) in providing positive, engaging and enabling support for people with mental health needs that motivates and creates healthy challenge to inspire personal development.	D
Minimum of 3 years demonstrable experience and / or a minimum of level 2 qualification in Health and Social Care or <u>similar related subject</u>	E
Appropriate qualification or working towards a Level 2 qualification in Understanding Mental Health or similar qualification.	D
Demonstrable experience of working sensitively and effectively with adults who have experienced trauma	E
Experience in identifying a mental health decline in service users.	D
Experience of working with Care Teams and understanding of Community Mental Health Teams in Leicester/Leicestershire	D
Understanding of Safeguarding and how to identify and respond appropriately to <u>safeguarding concerns</u> .	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