

## Wellbeing Support Worker Person Specification

The post holder must be able to demonstrate the following competences to a high level and want to use these to the full in their work. We will be looking for evidence of all the following key competences during the selection process, if you are shortlisted.

<ul style="list-style-type: none"> <li>▪ Personal effectiveness</li> <li>▪ Organisation and delivery of results</li> <li>▪ Proactivity and initiative</li> <li>▪ Self-development</li> <li>▪ Effective Communication</li> </ul>	<ul style="list-style-type: none"> <li>▪ Managing self and relationships with others</li> <li>▪ Team working and co-operation</li> <li>▪ Customer and client focus &amp; managing diversity</li> <li>▪ Creativity and innovation</li> </ul>
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### Specific Requirements

#### 1. Previous Experience

- 1.1 Working within a customer focused environment.
- 1.2 Working with vulnerable adults.
- 1.3 Managing complex and difficult situations in relation to people.
- 1.4 Liaising with and co-ordinating the work of a number of individuals and/or agencies to achieve effective outcomes.
- 1.5 Experience of working with in team.
- 1.6 Experience of being a volunteer or working with volunteers.
- 1.7 One-to-One work with vulnerable adults.

#### 2. Special Knowledge and Job Requirements

- 2.1 Ability to maintain enthusiasm for a high level of contact with clients on a day to day basis.
- 2.2 A non-judgemental approach to working with vulnerable people.
- 2.3 Understanding of:
  - (a) the tasks involved in providing services to vulnerable people.
  - (b) the needs and support requirements of vulnerable clients on low (or no) incomes, including those with mental health and/or substance dependency problems.
  - (c) professional boundary issues.
  - (d) managing group situations.
- 2.4 An understanding of and commitment to Diversity & Equality as it applies to a supportive service and in the workplace.

#### 3. Additional Job Requirements

- 3.1 Willingness and ability to work outside of shift on occasion.
- 3.2 Willingness to work flexibly in response to changing organisational requirements.