

**SUPPORT SERVICES BANK WORKER**

**PERSON SPECIFICATION**

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| **Criteria** | **Essential** | **Desirable** |
| An understanding of the issues affecting people with mental health problems | ✓ |  |
| An awareness and understanding of how people can move forward with their lives | ✓ |  |
| A non-judgemental attitude to mental health service users | ✓ |  |
| An empowering and positive attitude to mental health service users | ✓ |  |
| An understanding of the social inclusion agenda |  | ✓ |
| An awareness and understanding of the six ways to well being |  | ✓ |
| Ability to work with service users on a diverse range of subjects | ✓ |  |
| Ability to work within a team | ✓ |  |
| Experience of supporting volunteers |  | ✓ |
| Good written skills | ✓ |  |
| Excellent communication skills | ✓ |  |
| Good listening skills | ✓ |  |
| An understanding of the need for strong professional boundaries | ✓ |  |
| Pro active and flexible approach to problem solving | ✓ |  |
| Experience of working with groups | ✓ |  |
| Good organisation skills | ✓ |  |
| Good IT/Computer skills including use of monitoring systems, digital media and communications networks | ✓ |  |
| Able to work on own initiative | ✓ |  |
| Car driver/owner |  | ✓ |
| Ability to work flexible hours | ✓ |  |

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