TOUCHSTONE

# PERSON SPECIFICATION – SELECTION CRITERIA

# CRISIS SUPPORT WORKER

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|  | **ESSENTIAL CRITERIA** | **METHOD OF ASSESSMENT** | **DESIRABLE CRITERIA** | **METHOD OF ASSESSMENT** |
| **SKILLS** | 1. Ability to engage people and form collaborative, warm and empathic relationships with diverse individuals 2. Ability to communicate effectively with people in crisis 3. To confidently and effectively assess risk and needs, and develop appropriate risk management plans. 4. Effectively engage, communicate and work positively in partnership with people/organisations 5. Ability to devise effective support plans in collaboration with service users 6. Evidence of setting and maintaining appropriate boundaries with service users. 7. Recognise and manage safeguarding issues effectively 8. Good level of ICT skills and able to competently use office, e.g. word, excel, outlook 9. Work under pressure, to set deadlines and on own initiative. 10. Effective organisational/time management skills 11. Effective record keeping and report writing | AF and INT  AF and INT  AF and INT  AF and INT  AF and INT  AF, INT and Test  AF, INT and Test  AF and INT  AF and INT  AF, INT and Test  AF, INT and Test |  |  |
| EXPERIENCE | 1. Effectively working and engaging vulnerable and challenging adults 2. Effectively working with statutory and voluntary agencies. 3. Successfully working as part of a team 4. Experience of working with individuals to achieve agreed outcomes 5. Monitoring and evaluation systems and reporting. | AF and INT  AF and INT  AF and INT  AF and INT  AF and INT | 1. Experience of working with and the needs of BME people 2. Experience of delivering crisis services 3. Experience of mental ill health. 4. Experience of supporting volunteers | AF and INT  AF and INT  AF and INT  AF and INT |
| **KNOWLEDGE** | 1. An understanding of the principles, philosophy and practical applications of the Person Centred Approach 2. An understanding of issues facing people in crisis, including those with mental health problems 3. An understanding of the issues faced by individuals from minority groups | AF, INT and Test  AF, INT and Test  AF, INT and Test | Knowledge of services and support available across service locations. | AF, INT and Test |
| **ATTITUDES AND DISPOSITION** | * Enthusiastic, Reliable, motivated and resilient * Commitment to Touchstone’s aims and values * Commitment to respecting diversity and anti-discriminatory / anti-oppressive practices * Commitment to personal responsibility and promoting this with other people. * Commitment to personal development, learning and reflective practice. * Open to change in line with the needs of the service / organisation. * A commitment to working co-productively with service users. * Willingness to be managed and supervised. * To work flexibly according to needs of the service. * Commitment to team working. * To keep confidences (within the policy of Touchstone). | AF and INT  AF and INT  AF and INT  AF and INT  AF and INT  AF and INT  AF and INT  AF and INT  AF and INT  AF and INT  AF and INT |  |  |
| **EQUAL OPPORTUNITIES** | 1. Must be able to recognise discrimination in its many forms and be willing to put into practice Touchstone’s Equality and Diversity Policies. 2. Must demonstrate sensitivity to the needs of disadvantaged / vulnerable groups in the planning and delivery of services. 3. A commitment to provide high quality services to diverse communities. | AF and INT  AF and INT  AF and INT |  |  |
| **QUALIFICATIONS** |  |  | 1. Recognised relevant qualification | 1. AF and INT |

Method of Assessment AF – Application Form INT – Interview Test – On Interview Day