TOUCHSTONE

# PERSON SPECIFICATION – SELECTION CRITERIA

# HERE FOR YOU – CRISIS SUPPORT WORKER

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|  | **ESSENTIAL CRITERIA** | **METHOD OF ASSESSMENT** | **DESIRABLE CRITERIA** | **METHOD OF ASSESSMENT** |
| **SKILLS** | 1. Ability to engage and form collaborative, warm and empathic relationships with diverse individuals. 2. Ability to communicate effectively with people experiencing emotional distress. 3. Effective risk assessment and safety planning skills to identify triggers and protective factors for individuals in distress. 4. Effectively engage, communicate and work positively in partnership with people/organisations. 5. Evidence of setting and maintaining appropriate boundaries with service users. 6. Good level of IT skills and able to competently use a range of Microsoft applications e.g. excel, teams, outlook 7. Ability to work well under pressure and on own initiative. 8. Effective organisational/time management skills. | AF, I  AF, I  AF, I, T  AF, I  AF, I, T  AF, I  AF, I  AF, I |  |  |
| EXPERIENCE | * Successfully working as part of a team in a health and social care setting that supports individuals with complex needs. For example: Prisons, Psychiatric Inpatient Facilities, Youth Residential Care Homes, Supported Housing, or Shelters. * Experience of working with people who self-harm. * Experience of working with people who experience suicidal thoughts and feelings. | AF, I  AF, I, T  AF, I, T | 1. Experience of mental ill health. 2. Experience of supporting volunteers | AF  AF |
| **KNOWLEDGE** | 1. Good knowledge of GDPR and how to maintain individual records and data in line with policy. 2. An understanding of the principles and practical applications of the Person-Centred Approach 3. An understanding of what is meant by Mental Health Crisis and how people may present differently. 4. An understanding of the issues faced by individuals from minority groups that may cause barriers to accessing mental health support, incl. BAME communities, LGBTQ+, disabilities, and neurodiverse individuals. 5. An understanding of the principles of safeguarding and ability to escalate appropriately for both Adults and Transitional age groups. 6. Knowledge of the functions of self-harm 7. Knowledge of what is meant by coproduction and how this can improve and inform service delivery | AF, I  AF, I, T  AF, I  AF, I, T  AF, I, T  AF, I  AF, I | Knowledge of what services and support are available across service locations.   1. An understanding of emergency services response to mental health calls and relevant legislation (S136, 135, RCRP etc). | AF, |
| **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. * Commitment to team working. * Commitment to maintain confidence of Touchstone. * The ability to work calmly in a busy environment. | AF, I  AF, I  AF, I, T  AF, I, T  AF, I  AF, I  AF, I  AF, I  AF, I  AF, I, T  AF, I |  |  |
| **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 delivery of services. 3. A commitment to provide high quality services to diverse communities. | AF, I  AF, I  AF, I |  |  |
| **QUALIFICATIONS** |  |  | 1. Recognised relevant qualification | 1. AF |

Method of Assessment AF – Application Form I – Interview T – Test on Day of Interview