

TOUCHSTONE

PERSON SPECIFICATION – SELECTION CRITERIA

CRISIS SUPPORT WORKER

	ESSENTIAL CRITERIA	METHOD OF ASSESSMENT	DESIRABLE CRITERIA	METHOD OF ASSESSMENT
SKILLS	<ul style="list-style-type: none"> • Ability to engage people and form collaborative, warm and empathic relationships with diverse individuals. • Ability to communicate effectively with people in crisis. • To confidently and effectively assess risk and needs and develop appropriate risk management plans. • Effectively engage, communicate and work positively in partnership with people/organisations • Ability to devise effective support plans in collaboration with service users. • Evidence of setting and maintaining appropriate boundaries with service users. • Recognise and manage safeguarding issues effectively. • Good level of ICT skills and able to competently use office, e.g., word, excel, outlook • Work under pressure, to set deadlines and on own initiative. • Effective organisational/time management skills • Effective record keeping and report writing. 	<p>AF and INT</p> <p>AF and INT</p> <p>AF and INT AF and INT</p> <p>AF and INT</p> <p>AF, INT and Test</p> <p>AF, INT and Test</p> <p>AF and INT</p> <p>AF and INT</p> <p>AF, INT and Test AF, INT and Test</p>		

EXPERIENCE	<ul style="list-style-type: none"> Effectively working and engaging vulnerable and challenging adults Effectively working with statutory and voluntary agencies. Successfully working as part of a team Experience of working with individuals to achieve agreed outcomes. Experience of organising services and activities which support people with mental health problems or other vulnerable people with their desired outcomes. Monitoring and evaluation systems and reporting. 	AF and INT AF and INT AF and INT AF and INT AF and INT	<ul style="list-style-type: none"> Experience of working with and the needs of BME people. Experience of delivering crisis services. Experience of mental ill health. Experience of supporting volunteers 	AF and INT AF and INT AF and INT AF and INT
KNOWLEDGE	<ul style="list-style-type: none"> An understanding of the principles, philosophy, and practical applications of the Person-Centred Approach An understanding of issues facing people in crisis, including those with mental health problems. An understanding of the issues faced by individuals from minority groups. Strengths based assessments, and care planning. 	AF, INT and Test AF, INT and Test AF, INT and Test AF, INT and Test	Knowledge of services and support available in Kirklees	AF, INT and Test
ATTITUDES AND DISPOSITION	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Must be able to recognise discrimination in its many forms and be willing to put into practice Touchstone's Equality and Diversity Policies. 	AF and INT		

	<ul style="list-style-type: none"> • Must demonstrate sensitivity to the needs of disadvantaged / vulnerable groups in the planning and delivery of services. • A commitment to provide high quality services to diverse communities. 	AF and INT		
QUALIFICATION			<ul style="list-style-type: none"> • Recognised relevant qualification 	<ul style="list-style-type: none"> • AF and INT

Method of Assessment

AF – Application Form

INT – Interview

Test – On Interview Day