



MIND IN CROYDON

BANK PROJECT WORKER FAIRFIELD HOUSE

PERSON SPECIFICATION

The following person specification is a guide to the skills and qualities that Mind in Croydon wishes to find in the successful candidate for the post.

ESSENTIALS

Experience

1. Some experience in mental health or in a caring role dealing with vulnerable members of the community (children or vulnerable adults) in either a paid or voluntary capacity.

Specific Skills, Experience, Knowledge

2. Knowledge of vulnerable members of the community and issues specific to some kind of vulnerable group (children or vulnerable adults)
3. Assessing the needs of a client group as described in (1) and helping them to get the help they want
4. Proven success in negotiating on behalf of clients and resolving disputes/complaints involving clients and/or their carers
5. The ability to acquire knowledge of services and the skills to pass this on to clients.
6. The ability to provide support and informal counselling
7. Good communication skills (oral and written)
8. Experience of writing short reports, letters and minutes (literacy)
9. Ability to maintain accurate records eg. filing, log book recording, note taking etc
10. Ability to account for meal receipts and petty cash, and to record statistics (numeracy).
11. Willingness to use some IT eg. for entering information on a database, showing clients how to use the internet, writing letters etc.
12. Understanding of risk assessment.
13. Ability to involve service users in the planning and the running of the project.
14. Ability to motivate service users into taking part in activities inside and outside Fairfield House
15. Ability to deal with difficult people in a firm, consistent and fair manner.
16. Ability to prepare and serve meals and ability to help others in the process eg. Service users (Post holder will be required to gain certificate of basic food hygiene if not already held. Training will be given.)
17. Ability to help clients with daily living tasks and ability to carry out minor maintenance
18. Willingness to take part in recruitment process and in helping with on site training
19. Experience of fund-raising.
20. Understanding of confidentiality and when this can be breached.

Personal Qualities

21. Ability to cope with pressure.
22. Ability to know when you are out of your depth and to involve others when necessary
23. Ability to react quickly but thoughtfully in a crisis situation.
24. Mobility sufficient to allow frequent climbing of fairly steep stairs. Hearing and sight adequate to enable post holder to be fully aware of what members/workers are doing.
25. Energetic and outgoing personality willing to organise and take part in activities on and off site.
26. Understand the importance of maintaining high levels of security and good standards of hygiene and safety
27. Clear understanding of boundaries including those between staff and service users
28. Commitment to equal opportunities including user involvement in running services.
29. Willingness to learn from experience and change and develop where necessary.
30. Willingness to undertake training.

Specific individual tasks

31. The tasks in detailed in 5.7.1 to 5.7.6 of the job description are undertaken by our permanent Project Workers. However it is useful for us to know whether Bank Project Workers are able to perform any of the tasks in 5.7.1 to 5.7.6. Please therefore give us brief details of any skills you may have relating to these tasks.

DESIRABLES

1. Appropriate qualification
2. Clean driving licence
3. Basic food hygiene certificate
4. First Aid Certificate and/or knowledge of Health and Safety
5. Experience of working in mental health

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