

Person Specification

Post: Mental Health Engagement Service Support Worker
Office Base: Milford, Derbyshire

Job Criteria	Essential	Desirable
QUALIFICATIONS	A minimum of 4 'GCSE 'or equivalent qualifications including Maths and English at Grade C or above.	
EMPLOYMENT HISTORY		A minimum of one year's relevant previous or current employment in a similar administrative role.
JOB/TECHNICAL KNOWLEDGE SKILLS	<p>Experience of using Microsoft Office suite.</p> <p>Experience of using Microsoft Outlook.</p> <p>General office experience, including answering telephones, and dealing with a range of administrative tasks at the same time.</p> <p>Experience of setting up and running a range of administrative systems.</p> <p>Experience of producing promotional materials.</p> <p>Understanding of Safeguarding Procedures to protect vulnerable adults, children and young people.</p>	<p>Working knowledge and experience of using social media platforms effectively in a professional environment</p> <p>Basic knowledge of the health and social care system.</p> <p>Evidence of previous personal development.</p>
ADMINISTRATION AND ORGANISATION SKILLS	<p>Problem solving.</p> <p>Attention to detail in communication and planning.</p>	

	<p>Being a first point of contact for directing calls/giving relevant information effectively. Excellent organisational skills.</p> <p>Excellent written and verbal communication skills.</p> <p>Ability to work under pressure and effectively prioritise.</p> <p>Good record keeping.</p> <p>Ability to set-up and minute meetings.</p>	
<p>CHARACTER, STYLE, PHYSICAL ISSUES, ATTITUDE</p>	<p>Be non-judgemental and show consideration, sensitivity and respect to all, irrespective of background, culture, age, gender or presenting issues.</p> <p>Must be polite with an excellent telephone manner.</p> <p>Excellent communication skills in writing and orally at all levels.</p> <p>Ability to work under pressure while maintaining a positive professional attitude.</p> <p>Ability to work as part of a team.</p> <p>Ability to take accurate messages, follow up where necessary.</p> <p>Ability to accurately input information on a database.</p> <p>Flexible and willing to contribute to the success of the team.</p> <p>Reliable and punctual.</p>	

	Have respect for individual confidentiality and a commitment to information sharing protocols.	
COMMUNICATION SKILLS	<p>Ability to communicate effectively with a wide range of people.</p> <p>Ability to maintain neutrality in challenging circumstances.</p>	
OTHER REQUIREMENTS	<p>Willingness to access training opportunities.</p> <p>Willingness to help and support other members of a small team.</p> <p>May be subject to a DBS check.</p>	<p>Full UK Driving Licence and use of a car.</p> <p>Ability to work flexibly, including some evenings and weekends as required.</p>