**Person Specification: Services Support Worker**

Essential, desirable skills, abilities, experience, knowledge and special requirements for the post.

Your suitability for this role will be assessed from your completed Application Form, during your Interview and, if appropriate, while delivering any requested presentations.

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|  | ***Essential or Desirable*** |
| **SKILLS** |  |
| Good written and verbal communication skills | ***Essential*** |
| Good internet and IT skills, eg confident in using email, Microsoft office, video conference, eg zoom | ***Essential*** |
| Ability to work as part of a team. | ***Essential*** |
| Good interpersonal skills | ***Essential*** |
| Ability to lead groups and plan group programmes | ***Essential*** |
| Good listening skills | ***Essential*** |

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| **KNOWLEDGE** |  |
| Awareness of the challenges facing vulnerable adults, in particular the impact of growing older, loneliness and social isolation. | ***Essential*** |
| Awareness of the charity and voluntary sector | ***Desirable*** |
| Knowledge of Risk Assessment and Health & Safety | ***Desirable*** |

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| **EXPERIENCE** |  |
| Experience of working within a Health and Social Care environment, preferably with older people. | ***Essential*** |
| Experience of building positive relationships. | ***Essential*** |
| Experience in developing and running activities for people. | ***Essential*** |
| Experience of keeping accurate records. | ***Essential*** |
| Experience of working to deadlines. | ***Desirable*** |

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| **QUALIFICATIONS** |  |
| Minimum SCQF 2 Social Services and Healthcare OR SCQF 2 Health & Social Care | ***Desirable*** |
| Educated to SQA Higher level and/or equivalent relevant experience. | ***Desirable*** |

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| **EQUALITIES** |  |
| Knowledge / awareness of Equal Opportunities and Diversity principles | ***Essential*** |

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| **OTHER** |  |
| Flexible approach to work environment and situations. Willingness to work occasional evenings / weekends if required. | ***Essential*** |
| Understanding the importance and processes around confidentiality. | ***Essential*** |
| Full UK driving licence | ***Desirable*** |