

PERSON SPECIFICATION

CARE & SUPPORT ASSISTANT

ATTRIBUTES	ESSENTIAL	DESIRABLE
EDUCATION & QUALIFICATIONS		
Satisfactory clearance of an enhanced Disclosure and Barring Service check	✓	
Willingness and ability to complete NVQ Level 2 in Care within 2 years	✓	
Ability and willingness to undertake all training relevant to the role	✓	
NVQ Level 2 in Care		✓
EXPERIENCE & KNOWLEDGE		
Knowledge of basic health, safety and hygiene standards	✓	
Experience in the role		✓
Working within a team as well as individually	✓	
ABILITY & SKILLS		
Ability to manoeuvre customers as required, using differing levels of physical effort	✓	
Sound understanding of good care principles	✓	
Excellent verbal communication skills	✓	
Ability to maintain straightforward, clear and concise records		
Good planning and team-working skills	✓	
Able to positively represent the company to customers and their families		
Ability to cope under pressure, work flexibly and reliably	✓	
Even-tempered and patient	✓	
Ability to cope with change	✓	
Ability to focus on excellent customer service/drive for excellence	✓	
Ability to display empathy, kindness, respect and compassion, and to build relationships with those we support and those around them	✓	
Awareness of sensitivity and discretion in all verbal and written information (Data Protection)	✓	
Ability to work flexibly, e.g. evenings, weekends, Bank Holidays, to meet the needs of the service and its customers	✓	
Willingness to drive company vehicle, if required – valid, full driving licence required		✓
EQUAL OPPORTUNITIES		
Respect for people's different backgrounds and an understanding that this may affect how care and support is best provided	✓	
Understanding of equality standards and diversity issues and their impact in social care services		✓

