

**PERSONNEL SPECIFICATION FOR THE POST OF CARE Support Worker**

1. **SHORTLISTING CRITERIA**

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|  | **ESSENTIAL CRITERIA** | **DESIRABLE CRITERIA** |
| **1. Circumstances** | 1. To be over 23 years old – this is an occupational requirement.  2. To be flexible as the role involves 24 hour cover on a rota/shift basis.  3. To possess a full current driving licence that allows you to drive in ROI. Consideration will be given to alternative travelling proposals in respect of applicants with a disability who cannot hold a driver’s licence. |  |
| **2. Qualifications** | 1. A minimum of FETAC 5 Award in this field or equivalent related qualification. |  |
| **3. Experience** | 1. A minimum of 6 month’s experience of supporting people in a caring field as a paid employee, volunteer or carer. |  |
| **Shortlisting will be based on the evidence that you supply on your application form to satisfactorily demonstrate how, and to what extent, you meet the above criteria. The Shortlisting Panel will not make assumptions as to your circumstances, qualifications or experience.** | | |

1. **Competencies**

**Candidates who are shortlisted for interview will be required to demonstrate how, and to what extent, they meet some or all of the competencies listed below during their interview.**

1. **Customer & Client Focus**

To provide a high quality service by motivating, mentoring and supporting Service Users to achieve social inclusion and their individual development through an empathetic, professional and holistic approach.

1. **Communicating Effectively**

Excellent interpersonal, listening, communication (internal and external) and record keeping skills.

1. **Team & Partnership Working**

To engage with, build and maintain effective and professional relationships with Service Users, colleagues, external agencies and third parties.

1. **Personal Development, Performance & Professionalism**

To take responsibility for your continuous personal development and actively participate in training and development initiatives to achieve your agreed objectives.

1. **Continuous Improvement & Results Delivery**

Demonstrate use of initiative, innovation and contribution to continuous improvement of service provision.

1. **Supplementary Information**
2. This is a regulated post and will be subject to a satisfactory Garda Síochána Vetting Process.