

**A group of mental health service users in Lancashire, asked that the following be fed into the consultation and visioning process.**

**A good social worker is someone :**

- Who has the core skills of listening/counselling/problem-solving
- Who respects the individual and their lifestyle without judgement (essential)
- Who wants to be there for you, not just trying to get through the day
- Who listens and can act empathetically on what you say
- Who isn't afraid to be human
- Who doesn't lower your expectations
- Willing to get to know you
- Who is patient and understanding
- Who knows the system well
- Who you can trust to keep your business confidential
- Who can motivate and encourage without being pushy
- Who has good communication skills
- Who has knowledge of the service user movement and can recognise they can learn from service user involvement
- Who gives you hope and helps you search out opportunities
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- Who explains things in depth and makes sure you understand
- Who respects your rights, values and choices
- Who knows that a person is more than their mental health diagnosis
- Who does not see a client as a problem or hopeless or helpless
- Who doesn't underestimate a client's capacity to change and take charge
- Who makes sure the client is involved and who is the first to know about any decisions that are made that will affect the client's life
- Who strives to eliminate stigma and discrimination
- Who has courage to challenge bad practice
- Who understands where you are coming from, who dares to stand in your shoes
- Who recognises the meaning of empowerment and works in empowering ways