**PERSONAL SPECIFICATION**

Please ensure you have read the job description document. It is especially important to read the introductory note. If you would like to request an application form or ask any questions, please email [info@number11.org.uk](mailto:info@number11.org.uk) with the subject line ‘Number 11 Crisis Support Worker’.

**PERSONAL SPECIFICATION**

**An introductory note…**

At Number 11 we’re about creating a family and a community; we’re not about putting plasters over problems but instead we’re about sustainable change. We know it’s not programmes and services that change lives, instead it’s relationship, and so this is at the heart of all we do.

As such the role of the Crisis Support Worker (CSW) is one which requires an individual who is passionate about our vision, driven to keep relationship at the heart of all we do in aiming to reach those most in need within our community. In seeking the right candidate for this role, we are primarily focused on seeking an individual who is dedicated to making a difference, able to support our clients to move forward and who is committed to seeing Number 11’s success. We ask that all potential candidates understand the importance we place on having a passion for both the people we work with and the vision of the Number 11 centre in meeting their needs with a long-term, sustainable and holistic focus. Thus, whilst many of the attributes below are important qualities we are looking for, we don’t expect a candidate to be able to demonstrate every one of the points listed. Instead we recognise that some skills can be taught and acquired over time. This will be considered during the selection process.

Please continue to the next page to view the personal specification.

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| --- | --- | --- | --- |
| **Attributes** | **Essential** | **Desirable** | **Method of Assessment** |
| **Personal Attributes** | Passion, dedication and determination |  | I |
|  | Strong communication skills, including with vulnerable clients, volunteers and other staff members |  | I |
|  | Relational ability, with a heart for our clients and a desire to support them to feel part of our community through building strong relationships |  |  |
|  | The applicant must be an active and practising Christian |  | A,I |
| **Proven Ability** | Experience and ability to prioritise and manage an unpredictable workload |  | A, I |
|  | Excellent organisational and administrative skills |  | A, I |
|  | Excellent communication skills, both oral and written |  | A, I |
| **Special Knowledge & Skills** | Experience of working in a community setting | Experience of community work in Stoke-on-Trent |  |
|  | Experience of working with vulnerable individuals |  |  |
|  | Be IT literate and competent in the use of Microsoft Office applications |  | A, I |
|  |  | Experience of working in a disadvantaged community | A, I |
|  |  | Experience of working with and managing volunteers | A, I |
| **Special Qualities or Aptitudes** | Ability to work unsocial hours if needed, including some evenings and weekends |  | I |
|  |  | Current driving licence | I |
|  | Demonstrate excellent teamwork skills |  | A, I |
| **Education & Training** | Direct experience of community development/ crisis support work |  | A, Q |
|  |  | Experience delivering workshops or presenting to small groups of people |  |
|  |  | Experience delivering training |  |
| **Other** | Satisfactory enhanced DBS disclosure |  | DBS Application |

Method of Assessment: **A** – Application Form, **I** – Interview, **Q** – Proof of qualification (certificates or transcripts)

We encourage potential applicants to get in touch with any questions. To do this or if you would like to request an application form please email [info@number11.org.uk](mailto:info@number11.org.uk) with the subject line ‘Number 11 Crisis Support Worker’.