

PERSON SPECIFICATION

REQUIREMENTS	ESSENTIAL	DESIRABLE
Education	Good standard of education including written and spoken English	A' Levels or above
	Numerate and comfortable interpreting data	
Experience	Experience of working with disadvantaged people	Experience of welfare and benefits advice
	Handle difficult situations, including conflict and aggression.	
Key Skills	Excellent written, verbal & listening skills.	
	Ability to work independently and without supervision.	
	Ability to respond impartially and sensitively with a range of clients and third-party organisations	
	Excellent record keeping skills.	
	Excellent I.T skills	
	Ability to work unaccompanied and as part of an integrated team	
	Ability to maintain accurate computerised records using client centred database, produce accurate written and verbal reports	
Personal Attributes	Practising Christian and able to encourage prayers with staff and clients where appropriate (Genuine Occupational Requirement)	
	Honesty and Integrity	
	Empathy and ability to work with people from disadvantaged, marginalised, or socially excluded backgrounds	

