

Qualifications		s/i
	Educated to a high standard and/or at least two years' relevant working experience. English at GCSE Grade C or equivalent.	s
	Mathematics of at least GCSE Grade C or equivalent	s
Experience / knowledge		
	Demonstrate an understanding of the needs of vulnerable people including those with Dementia, Learning Disabilities, older people, mental ill health, Aspergers, and / or Autism	s/i
	Demonstrate an understanding of the Care Act (2014)	s/i
	Knowledge of local health, social care and independent sector services	s/i
	Awareness of cultural, social and health issues in the local community and/ or experience of work in diverse communities	s/i
	Understanding of and commitment to the principles and practice of advocacy	s/i
	Understanding of the ethos and nature of the voluntary sector and working within a small organisation	s/i
	Experience of advocacy work	s/i
	Experience of providing one to one support to a wide range of people and in a range of settings including hospitals, care homes and the community	s/i
Skills and abilities		
	Able to engage with, communicate effectively and maintain professional relationships with a range of individuals/organisation	s/i
	Able to form positive working relationships with a diverse client population and with a wide range of communication and other needs on a short term, issue focused basis	s/i
	Excellent communication skills both written and oral	s/i
	Experience of employing a variety communication aids to establish the wishes and needs of people with whom it may be difficult to communicate	s/i
	Able to work independently, effectively respond to instructions and operate with minimum supervision	s/i
	Good interpersonal and negotiation skills	s/i
	Able to prioritise & manage a diverse and demanding workload and work to tight deadlines,	s/i
	Able to organise and manage own diary to deliver an efficient service across a wide geographical area and in a variety of locations	s/i
	Ability to deal with sensitive information and maintain strict confidentiality both in and out of the workplace	s/i
	Ability to produce records, case notes, information and reports to a high professional standard and to tight deadlines	s/i
	IT literate, confident and able to use email, outlook, internet, databases & Microsoft Office programmes such as Word, Publisher, Powerpoint & Excel	s
	Ability to work in line with quality standards and systems	s/i

	Ability to develop, deliver or facilitate presentations, training and consultation events	s/i
Other Job requirements		
	Understanding and strong support for the principles of empowerment and involvement	s/i
	Understanding, awareness of and commitment to the principles of Equal Opportunities and the promotion of equality and diversity within the service and as a member of staff	s/i
	Willingness to participate in training & development opportunities	s/i
	Flexible in approach and willing to work unsocial hours when required	s/i
	Motivated, enthusiastic and committed	i
	Hold a full driving licence and have access to own transport to deliver the requirements of the job description	s

KEY

S	Assessed at shortlisting
I	Assessed at interview (may involve being tested at interview)