

<b>Qualifications</b>		<b>s/i</b>
	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
<b>Experience / knowledge</b>		
	Experience of communicating with a range of vulnerable people including people with Dementia, Learning Disabilities, Older People, mental ill health, Aspergers and/or Autism.	s/i
	Experience in a helpline, advice and guidance or similar role	s/i
	Knowledge of legislation relevant to specialist advocacy – Mental Health Act, Care Act, Mental Capacity Act	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 working in an advocacy or similar role	s/i
<b>Skills and abilities</b>		
	Able to engage with, communicate effectively and maintain professional relationships with a range of individuals/organisations	s/i
	Ability to communicate and show empathy to people who have differing support needs and may be distressed	s/i
	Excellent communication skills both written and oral	s/i
	Able to work independently using own initiative, effectively responding to enquiries and referrals with minimal supervision	s/i
	Able to prioritise & manage a demanding workload and work to tight deadlines, proactively managing waiting lists where necessary	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 and case notes 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 provide effective, person centred, telephone advocacy support	s/i
<b>Other Job requirements</b>		
	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

**KEY**

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