



Person Specification: Paid Representative (DOLS)

Qualifications		S/ I
Educated to a high standard and/or at least two years' relevant working experience.	Essential	S
English and Mathematics of at least GCSE Grade C or equivalent.	Essential	S
Experience and Knowledge		
Experience of providing one to one support to a wide range of people and in a range of settings including hospitals and care homes.	Essential	S/ I
Understanding of the needs of people with dementia, learning disabilities, mental health problems and/or acquired brain injury.	Essential	S/ I
Knowledge of health and social care services, policy and practice.	Essential	S/ I
Awareness of cultural, social and health issues in the local community and/or experience of work in diverse communities.	Essential	S/ I
Understanding of and commitment to the principles and practice of advocacy.	Essential	S/ I
Experience of IMCA/Paid Representative or advocacy work.	Desirable	S/ I
Understanding of the Mental Capacity Act and Deprivation of Liberty Safeguards.	Desirable	S/ I
Experience of employing a variety of communication aids to establish the wishes and needs of people with whom it may be difficult to communicate.	Desirable	S/ I
Understanding of the ethos and nature of the voluntary sector and working within a small organisation.	Desirable	S/ I
Skills and Abilities		
Ability to engage with, communicate effectively and maintain professional relationships with a range of individuals/organisations.	Essential	S/ I
Ability to form positive working relationships with a wide range of clients with diverse communication and other needs.	Essential	S/ I
Excellent communication skills both written and verbal.	Essential	S/ I
Ability to work independently using own initiative, effectively respond to instructions and operate with minimum supervision.	Essential	S/ I
Good interpersonal and negotiation skills.	Essential	S/ I
Ability to prioritise and manage a diverse and demanding workload and work to tight deadlines.	Essential	S/ I
Ability to deal with sensitive information and maintain strict confidentiality both in and out of the workplace.	Essential	S/ I

Ability to produce records, case notes, information and reports to a high professional standard and to tight deadlines.	Essential	S/ I
IT literate, confident and able to use email, Outlook, internet, databases and Microsoft Office programmes such as Word and Excel.	Essential	I
Ability to work in line with quality standards and systems.	Essential	S/ I
Other Job Requirements		
Understanding and strong support for the principles of empowerment and involvement.	Essential	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.	Essential	S/ I
Willingness to participate in training and development opportunities.	Essential	S/ I
Flexible in approach and willing to work unsocial hours when required.	Essential	S/ I
Motivated, enthusiastic and committed.	Essential	I
Hold a full driving licence and have access to own transport to deliver the requirements of the job description.	Essential	S

KEY

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