

**Person Specification: Paid Representative (DOLS)**

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| **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 |
| Hold an NHS COVID pass showing a complete course (two doses) of an approved COVID-19 vaccination, or evidence of an approved medical exemption. | Essential | S/I |

**KEY**

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