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| --- |
| Ref.: |

**PERSON SPECIFICATION**

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| --- | --- | --- | --- | --- |
| Job Title: | Referral and Assessment Officer | | | |
|  |  |  |  |  |
| Location: | Office & Refuge Locations |  | Review Date: | February 2017 |
|  |  |  |  |  |

**Knowledge and Qualifications:**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **E** | **D** | **Method of Assessment** |
| * A good standard of general education and functional skills. | ✓ |  | A |
| * Up to date knowledge of current government sector initiatives and an understanding of the applicable legislative and regulatory frameworks for domestic violence including risk assessment tools DASH RIC and the role of MARAC | ✓ |  | A |
| * Knowledge and understanding of domestic violence and the work undertaken by WAIL to support and empower women to move forward after fleeing from abusive relationships | ✓ |  | A |
| * Up to date knowledge of housing, criminal, civil and welfare rights legislation relating to domestic violence. | ✓ |  | A |
| * Up to date knowledge of vulnerable adult and child safeguarding procedures and processes including MASH. | ✓ |  | A |
| * Understanding the scope of service needs and possible outcomes for women and children affected by domestic abuse. | ✓ |  | A |

**Recent & Relevant Experience:**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **E** | **D** | **Method of Assessment** |
| * At least 2-years’ experience of working with and supporting those affected by domestic abuse or other vulnerabilities in a support capacity i.e. women’s centre, refuge, hostel or similar. * Experience of working on a telephone helpline, or in a position offering advice and support. * Significant proven experience of providing direct emotional, practical and welfare support * Experience of identifying and responding to the risks to and needs of survivors of domestic violence * Experience of planning and managing own workload * Experience of working closely with partnership agencies * Experience of providing, non judgemental, non directive and confidential support. * Experience of coordinating projects and the work of volunteers | ✓  ✓  ✓  ✓  ✓  ✓  ✓ | ✓ | A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I |

**Skills & Competencies:**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **E** | **D** | **Method of Assessment** |
| * Excellent written and verbal communications skills and the ability to use MS software to produce reports, letters and presentations to a high standard | ✓ |  | A/I |
| * The ability to undertake research and to manage information effectively | ✓ |  | A/I |
| * Demonstrable problem-solving and analytical skills with the ability to work within a solutions-focussed approach | ✓ |  | A/I |
| * The ability to manage conflicting priorities and a busy schedule of activities and is able to prioritise and deliver against objectives. | ✓ |  | A/I |
| * The ability to assess the needs of callers experiencing domestic violence. (non judgmental active listening and questioning skills) | ✓ |  | A/I |
| * The ability to work as a team member and within a line management structure, understanding the importance of seeking guidance and support when required | ✓ |  | A/I |
| * The ability to work within an often stressful environment and be able to work on own initiative with minimal supervision | ✓ |  | A/I |
| * The ability to build effective relationships, both internally and externally, showing sensitivity for others’ viewpoints and valuing diversity | ✓ |  | A/I |
| * An understanding of the needs of minority women experiencing domestic violence and how discrimination affects them | ✓ |  | A/I |
| * Evidence of the ability to communicate clearly and concisely, including the ability to listen actively and match communication to the needs of the recipient | ✓ |  | A/I |

**Attitude:**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **E** | **D** | **Method of Assessment** |
| * Understand the importance of empowering survivors to make their own decisions – rather than giving prescriptive advice or trying to ‘rescue’ them | ✓ |  | I |
| * Flexible and adaptable to the needs of the clients and the organisation | ✓ |  | I |
| * Values diversity and demonstrates practical commitment to equality of opportunity. | ✓ |  | I |
| * Values Health and Safety and shows commitment to ensuring the provision of a safe working environment. | ✓ |  | I |
| * Able to manage stress effectively | ✓ |  | I |

**Other:**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **E** | **D** | **Method of Assessment** |
| * A commitment and willingness to undertaking appropriate development to enhance professional practice and to respond positively to the introduction of new policies and processes | ✓ |  | I |
| * Due to the sensitive nature if this role we will be considering female applicants only for this post in accordance with the provisions of the Occupational Requirement (Equality Act 2010, pursuant to schedule 9 part 1) | ✓ |  | A |
| * The postholder must be willing to work outside of their normal hours if required and to participate on an out-of-hours rota | ✓ |  | I |
| * A valid driving licence with access to a car for business use | ✓ |  | I |

**Key –**

[E] = Essential Criteria [D] = Desirable Criteria

Method of Assessment

[A] = Application (Form or CV) [I] = Interview [T] = Psychometric or other Tests