

PERSON SPECIFICATION

Job Title: Support Officer Complex Needs Refuge Specialist

Location: WAIL Refuge and Offices Review Date: Sep 2017

Knowledge and Qualifications:

	E	D	Method of Assessment
• Relevant qualification at level 3 / 4 or above in social care, health care, or community work or relevant experience.	✓		A
• Good standard of general education	✓		A
• Counselling qualification or skills		✓	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
• Knowledge of interventions which may be used to support women with substance misuse, alcohol dependency and/or mental ill health	✓		A

Recent & Relevant Experience:

	E	D	Method of Assessment
• At least 2-years' experience of working with vulnerable families that may have experienced homelessness, domestic violence, substance misuse, alcohol dependency, sexual exploitation and /or mental ill health in an community/refuge based setting.	✓		A/I
• Helping vulnerable people to identify personal goals and supporting them through a process of change.	✓		A/I
• Managing complex and difficult situations in relation to people.	✓		A/I
• Liaising with and co-ordinating the work of a number of individuals and/or agencies to achieve effective outcomes	✓		A/I
• Experience of working in a multi-agency environment, particularly in relation to the provision of services to those affected by domestic violence, homelessness, substance misuse, alcohol dependency and/or mental ill health	✓		A/I
• Experience of working closely with partnership agencies	✓		A/I
• Experience of working with and overseeing the activities of volunteers	✓		A/I

Skills & Competencies:

	E	D	Method of Assessment
<ul style="list-style-type: none"> Ability to understand the barriers that those seeking access to services whom have other complex support needs may have 	✓		A/I
<ul style="list-style-type: none"> Excellent written and verbal communications skills and the ability to produce reports, letters and presentations to a high standard 	✓		A/I
<ul style="list-style-type: none"> Excellent interpersonal skills with the ability to develop and maintain relationships with staff and key stakeholders 	✓		A/I
<ul style="list-style-type: none"> The ability to undertake research and to manage information effectively 	✓		A/I
<ul style="list-style-type: none"> Ability to identify problem areas, make recommendations and create support plans to enable positive changes 	✓		A/I
<ul style="list-style-type: none"> Ability to understand and react to the needs of vulnerable families. 	✓		A/I
<ul style="list-style-type: none"> Ability to handle difficult situation with sensitivity 	✓		A/I
<ul style="list-style-type: none"> Ability to organise and maintain high quality case records in line with agreed protocols 	✓		A/I
<ul style="list-style-type: none"> Demonstrable problem-solving and analytical skills with the ability to work within a solutions-focussed approach 	✓		A/I
<ul style="list-style-type: none"> The ability to manage conflicting priorities and a busy schedule of activities and is able to prioritise and deliver against objectives. 	✓		A/I
<ul style="list-style-type: none"> The ability to work both independently and as an integral part of a multi-disciplinary team; able to quickly understand and meet the needs of the Organisation and those associated with WAIL 	✓		A/I
<ul style="list-style-type: none"> IT Literate with highly developed skills in a range of software packages including Word, Excel and E-mail 	✓		A/I
<ul style="list-style-type: none"> The ability to build effective relationships, both internally and externally, showing sensitivity for others' viewpoints and valuing diversity 	✓		A/I
<ul style="list-style-type: none"> An understanding of the needs of minority women experiencing domestic violence and how discrimination affects them 	✓		A/I
<ul style="list-style-type: none"> 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:

Key –

[E] = Essential Criteria

[D] = Desirable Criteria

Method of Assessment

[A] = Application (Form or CV) [I] = Interview

[T] = Psychometric or other Tests

	E	D	Method of Assessment
<ul style="list-style-type: none"> Understanding of the importance of empowering survivors to make their own decisions 	✓		I
<ul style="list-style-type: none"> Flexible and adaptable to the needs of the clients and the organisation 	✓		I
<ul style="list-style-type: none"> Values diversity and demonstrates practical commitment to equality of opportunity. 	✓		I
<ul style="list-style-type: none"> Values Health and Safety and shows commitment to ensuring the provision of a safe working environment. 	✓		I
<ul style="list-style-type: none"> Able to manage stress effectively 	✓		I

Other:

	E	D	Method of Assessment
<ul style="list-style-type: none"> A commitment and willingness to undertaking appropriate development to enhance professional practice and to respond positively to the introduction of new policies and processes. 	✓		A/
<ul style="list-style-type: none"> Due to the sensitive nature of 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
<ul style="list-style-type: none"> The postholder must be willing to work outside of their normal hours if required. 	✓		A
<ul style="list-style-type: none"> A valid driving licence with access to a car for business use 	✓		A

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