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|  Ref.: Bank/July 17 |

**PERSON SPECIFICATION**

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| Job Title: | Support Officer  |
|  |  |  |  |  |
| Location: | WAIL Refuge and Offices |  | Review Date: | July 2018 |
|  |  |  |  |  |

**Knowledge and Qualifications:**

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|  | **E** | **D** | **Method of Assessment** |
| * Relevant qualification at level 3 / 4 or above in social care, health care, or community work
 |  | **✓** | A |
| * GCSE or equivalent in Maths and English
 | **✓** |  | 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:**

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| --- | --- | --- | --- |
|  | **E** | **D** | **Method of Assessment** |
| * Significant proven experience of providing direct emotional, practical and welfare support
 | **✓** |  | A/I |
| * Experience of assisting people in applying for benefits.
 | **✓** |  | A/I |
| * Experience of identifying and responding to the risks to and needs of survivors of domestic violence.
 | **✓** |  | A/I |
| * Experience of planning and managing own workload
 | **✓** |  | A/I |
| * Experience of working closely with partnership agencies
 |  | **✓** | A/I |
| * Experience of working in residential setting/refuge/women’s centre or similar agency
 |  | **✓** | A/I |

**Skills & Competencies:**

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|  | **E** | **D** | **Method of Assessment** |
| * Excellent written and verbal communications skills and the ability to produce reports, letters and presentations to a high standard
 | **✓** |  | A/I |
| * Excellent interpersonal skills with the ability to develop and maintain relationships with staff and key stakeholders
 | **✓** |  | A/I |
| * The ability to undertake research and to manage information effectively
 | **✓** |  | A/I |
| * Ability to identify problem areas, make recommendations and create support plans to enable positive changes
 | **✓** |  | A/I |
| * Ability to understand and react to the needs of vulnerable families.
 | **✓** |  | A/I |
| * Ability to handle difficult situation with sensitivity
 | **✓** |  |  |
| * Ability to organise and maintain high quality case records in line with agreed protocols
 | **✓** |  | A/I |
| * Demonstrable problem-solving and analytical skills with the ability to work within a solutions-focussed approach
 | **✓** |  | A/I |
| * The ability to work both independently and as an integral part of a small, multi-disciplinary team; able to quickly understand and meet the needs of the Organisation and those associated with WAIL
 | **✓** |  | A/I |
| * IT Literate with highly developed skills in a range of software packages including Word, Excel and E-mail
 | **✓** |  | A/I |
| * Understanding issues of data protection, data sharing protocols, client confidentiality and professional boundaries
 | **✓** |  | A/I |

**Other:**

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| --- | --- | --- | --- |
|  | **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.
 |  | **✓** | I |
| * A valid driving licence with access to a car for business use
 | **✓** |  | I |