

PERSON SPECIFICATION

Senior Helpline Worker

Each item on this person specification will be assessed using 1 or more methods as indicated in the 3 columns.

A = Application Form I = Interview P = Presentation A I P

<u>ESSENTIAL</u>	<u>HOW IDENTIFIED</u>
Counselling or support work experience and experience of supervising volunteers	A I
Experience of working with or knowledge of trauma and PTSD	A I
Experience of conducting risk/needs assessments & management	A I
An awareness and understanding of sexual violence and its impact	A I
Experience of dealing with difficult situations	A I
Liaising with voluntary and statutory sector organisations	A
Ability to use own initiative and follow instructions and guidance from Line Manager	A
Able to work as part of a team	A
Good interpersonal and good level of IT skills and knowledge	A
Able to produce statistical, monitoring and evaluation information	A
Ability to communicate effectively both verbally and written	A I
Able to keep and produce accurate records, reports & administration	A
An understanding of Equal Opportunities principles and anti-discriminatory practice	A I
An understanding of the voluntary sector and issues faced by small voluntary organisations	A I
An understanding of confidentiality and professional boundaries	A I
Able to work regular evenings and the occasional Saturdays	A I

<u>DESIRABLE</u>	<u>HOW IDENTIFIED</u>
Experience of telephone helpline work	A
Experience of supervising and motivating volunteers	A
Evidence of professional and personal development and training	A