



Person Specification – Children and Young Persons Crisis Worker

(A=Application; C = Certificate; I=Interview; R=Reference; T=Test)

Categories	Essential	Desirable	How Identified
Qualifications, Knowledge & Training	<ul style="list-style-type: none"> • Evidence of extensive professional experience (minimum of 1 years) of working with children and young people in a supporting capacity • To have attended training in the last year and have clear understanding of Safeguarding issues, policies and procedures • In-depth knowledge of issues experienced by children and young people and in particular in relation to sexual violence and the barriers they may experience in accessing services • Evidence of relevant continued professional development • A commitment to upholding the policies, procedures and values of NSVSS and in particular, a commitment to ensuring Equality of Opportunities in all areas of practice and performance 	<ul style="list-style-type: none"> • A counselling qualification to a minimum of Diploma level and/or DipSW or equivalent • Youth Work qualification • Appointed Safeguarding lead • An understanding of the nature of the Sexual Assault Referral Centre service • Knowledge and understanding of the options available to clients who are experiencing sexual violence; including up to date knowledge of relevant laws and legislations 	A,C,I
Experience	<ul style="list-style-type: none"> • Experience of supporting clients by providing information and/or support work and completing holistic risk and needs assessments and 	<ul style="list-style-type: none"> • Experience of working within an organisation that deals with the 	A, I, T

	<p>making safeguarding referrals</p> <ul style="list-style-type: none"> • Experience of organising and prioritising a complex workload, working to tight deadlines and being self-servicing in administrative duties • Experience of working in a multi-agency setting and partnerships working with a wide range of statutory and voluntary agencies • Experience of communicating clearly, concisely and diplomatically with a wide range of people and agencies, both verbally via telephone, face-to-face, professional’s meetings etc. and in writing via briefings, reports, letter writing, email etc. 	<p>impact of sexual violence</p> <ul style="list-style-type: none"> • Experience of working on a helpline 	
Skills & Abilities	<ul style="list-style-type: none"> • Excellent information sharing and support skills, both on the telephone and in person in a client focused approach • Good analytical and problem solving skills with the ability to identify and prioritise needs and risk and translate these into action, including the ability to risk assess and safety plan • Ability to maintain coherent and accurate case notes and be self-servicing in relation to administration and ICT • Willingness to work flexibly and be part of a Rota • Excellent interpersonal skills • Working professionally and ethically with varied and changing caseload 	<ul style="list-style-type: none"> • Recognised IT qualifications e.g. CLAIT/ECDL/NVQ Level 3 in Administration 	A, I, R
Personnel Attributes	<ul style="list-style-type: none"> • Ability to meet and exceed quality standards in relation to every 	<ul style="list-style-type: none"> • Fluent in languages other than English 	A,I,R

	<p>aspect of the work</p> <ul style="list-style-type: none">• Ability to take all possible steps to ensure the safety and confidentiality of clients, staff and partners• Ability to work well under pressure and sometimes chaotic environment• Ability to cope with exposure to traumatic events and information• Well organised, highly motivated, flexible and punctual• Ability to value and respect other team members• Ability to be self-reflective, whilst working with service users, in own personal and professional development and in supervision		
--	--	--	--