



Person Specification – Crisis Support Worker

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

Categories	Essential	Desirable	How Identified
Qualifications, Knowledge & Training	<ul style="list-style-type: none"> • Evidence of relevant professional experience working with children and young people (CYP) in a supporting role. • To have attended CYP safeguarding training (face-to-face/online) in the last 2 years and have clear understanding of safeguarding issues, policies, and procedures. • Knowledge of issues experienced by CYP and in particular in relation to sexual violence and the barriers they may experience in accessing services. • A commitment to upholding the organisational policies, procedures, and values and a commitment to ensuring Equality of Opportunities in all areas of practice and performance. 	<ul style="list-style-type: none"> • Evidence of relevant continued professional development. 	A,C,I
Experience	<ul style="list-style-type: none"> • Experience of supporting CYP by providing information and/or support and completing holistic risk and needs assessments. 	<ul style="list-style-type: none"> • Experience of working within an organisation that deals with the impact of sexual violence. 	A, I,

	<ul style="list-style-type: none"> • Experience of organising and prioritising a complex workload, working to tight deadlines and have good administrative duties. • Experience of communicating clearly, concisely, and diplomatically with a wide range of people and agencies, both verbally via telephone, face-to-face, professional meetings etc. and in writing via briefings, reports, letter writing, email etc. • Experience of working in a multi-agency setting and partnerships working with a wide range of statutory and voluntary agencies. 	<ul style="list-style-type: none"> • Experience of working on a helpline. 	
Skills & Abilities	<ul style="list-style-type: none"> • Excellent communication and support skills, both on the telephone and in person in a CYP focused approach. • Good problem-solving and prioritising skills with the ability to work alongside standard operating procedures • Ability to maintain coherent and accurate case notes and have good administrative and computer skills. • Commitment to work flexibly and be part of a 24/7 rota. • Working professionally and ethically with varied and changing caseload. 		A, I, R
Personnel Attributes	<ul style="list-style-type: none"> • Ability to meet and exceed quality standards in relation to every aspect of the work. • Ability to take all steps to ensure the safety and confidentiality of clients, staff, and partners. 		A,I,R

	<ul style="list-style-type: none">• Ability to work well under pressure.• 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.		
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