



Person Specification – Crisis Support Worker

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

Categories	Essential	Desirable	How Identified
Qualifications, Knowledge & Training	- 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 relation to sexual violence and the barriers they may experience in accessing services. - A commitment to upholding organisational policies, procedures, and values and a commitment to ensuring Equality of Opportunities in all areas of practice and performance.	Evidence of relevant continued professional development.	A,C,I
Experience	Experience of supporting CYP by providing information and/or support and completing holistic risk and needs assessments.	Experience of working within an organisation that deals with the impact of sexual violence.	A, I,

	• Experience of organising and prioritising a complex workload, working to tight deadlines. • 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.	• Experience of working on a helpline.	
Skills & Abilities	• 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 excellent 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	• 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

	• 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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