

**PERSON SPECIFICATION****Hub Support Worker**

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

A = Application Form I = Interview T = Test

| <b>ESSENTIAL</b>   | <b>EVIDENCE</b> |
|--|-----------------|
| Support work experience or counselling   | A, I            |
| Experience of working with or knowledge of trauma and PTSD   | A, I            |
| Experience of dealing with difficult situations  | A, I            |
| Good IT user skills, specifically the ability to use MS Office and database packages               | A, T            |
| Ability to use own initiative and follow instructions and guidance from Line Manager               | A               |
| Able to work as part of a team   | A, I            |
| Good interpersonal skills  | A, I            |
| Ability to produce statistical, monitoring and evaluation information                              | A, T            |
| Ability to communicate effectively both verbally and written                                       | A, I            |
| Able to keep and produce accurate records, reports & administration                                | A, T            |
| An understanding of equality, diversity and inclusion principles and anti-discriminatory practice. | A, I            |
| An understanding of confidentiality and professional boundaries.                                   | A, I            |
| Ability to work regular evenings and the occasional Saturday                                       | A               |

| <b>DESIRABLE</b>                                    | <b>EVIDENCE</b> |
|---|-----------------|
| Experience of providing telephone emotional support | A               |