# **PERSON SPECIFICATION: WELFARE SUPPORT OFFICER POST REF: 107252**

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| REQUIREMENTS | ESSENTIAL CRITERIA Please indicate in brackets after each criteria how this will be verified i.e. (F), (I), (T), (R) | DESIRABLE CRITERIA Please indicate in brackets after each criteria how this will be verified i.e. (F), (I), (T), (R) |
| * **Educational/vocational/ occupational qualifications and/or training** * **Specific qualifications (or equivalents)** | NVQ3 or above in a recognised IAG or benefits advisor qualification or equivalent relevant qualification (F)  Evidence of continued professional development (F)  Evidence of up-to-date CPD in relation to benefits and welfare entitlements (F) | NVQ4 or equivalent in a recognised IAG or benefits advisor qualification(F) |
| * **Work or other relevant experience** | Experience of working with vulnerable people in a caring and sensitive way (F) (I)  Experience of working with a range of support agencies (F) (I) | Experience of delivering grant schemes using agreed procedures (F) (I) |
| **ESSENTIAL/DESIRABLE CRITERIA WILL BE VERIFIED BY: F = FORM I = INTERVIEW T = TEST(S) R = REFERENCE(S)** | | |

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| * **Skills, abilities, knowledge and competencies** | Sound knowledge of the issues and challenges facing vulnerable people (F) (I)  Strong communication skills, verbal and written (F) (I)  Proficient in the use of Microsoft Office packages and bespoke ICT systems for recording purposes (F) (I)  Ability to work in a fast paced challenging environment (F) (I)  Ability to self-manage workload and work using own initiative (F) (I) | tieodeo  Evidence of managing conflict (F) (I)  Evidence of managing sensitive information (F) (I) | |
| * + **General competencies** | Flexibility (F,I, R)  Team player (F) (I)  Ability to demonstrate sensitivity and tact in dealing with clients (F) (I) |  | |
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Please note all appointments within Hartlepool Borough Council are subject to a declaration of medical fitness by the Council’s Occupational Health Service (having made reasonable adjustments in line with the Equality Act (2010) where necessary.