
The Action Group Person Specification

Title: BEMAS Advice Worker

Service Area: Advice Services

1. Specific Requirements for this Role

Essential:

Excellent communication skills
Excellent administration skills
Ability to use Microsoft Office Functions
Ability to organise and facilitate group activities

Desirable:

Ability to speak a community language
Advocacy/Advice work experience or training
Experience of living within a minority ethnic community or working with BME groups

2. Competencies

The Action Group operates a competency-based recruitment system. This means that we have identified certain 'key' skills and behaviour that are essential for each role.

For the post of BEMAS Advice Worker these are as follows-

Continuous Professionalism: This means fulfilling commitments, following procedures, acting in a very professional manner, maintaining strict confidentiality and believing in The Action Group values of choice and opportunity for all. It also includes the ability to communicate in a lucid and structured manner

Developing Self: This means having the desire to learn new things and constantly improve your own working practice

Empowering People: This means interpreting complex information and explaining this to clients, enabling them to make knowledgeable decisions based on your advice, and representing them where necessary.

Planning & Organising: This means being able to manage a complex and ever-changing workload, work to deadlines, and to change plans as circumstances change

Building and Maintaining Relationships: This means demonstrating the ability to develop trusting relationships with others. It can only be done through active

listening, effective communication and respect for other people.

Analysis & Decision-Making:

This means using highly-developed research, questioning and analytical skills to gather, assess, condense and evaluate information.

Working in Partnership:

This means working effectively as a team, plus making effective use of external networks.