

### KNOWLEDGE, SKILLS AND EXPERIENCE

#### Essential

- 1 Educated to a degree level or equivalent experience in a relevant field (community education, nursing, mental health, social work or health-related area).
- 2 Counselling skills certificate (via COSCA, BACP or equivalent Registered body).
- 3 Experience of and ability to work with and understand the concerns and needs of vulnerable people, especially those affected by cancer and long-term conditions, to support self-management and improve their well-being.
- 4 Experience of delivering a client focused service for people affected by health issues, in a support/advice giving role, providing person-centred information, demonstrating effective oral and written communication skills.
- 5 An understanding of the needs of minority & vulnerable groups.
- 6 Ability to take responsibility for own workload, plan, and complete tasks without supervision, prioritise and manage time effectively.
- 7 Experience of working or volunteering in a third sector organisation or health/wellbeing setting.
- 8 Ability to use IT in the provision and recording of advice, i.e. data input, knowledge of spreadsheets. Open to using technology and flexible ways of working.
- 9 Ability to build and maintain strong working relationships with a range of internal and external stakeholders.
- 10 Strong understanding of the challenges of people living in areas of deprivation in relation to living well.

#### Desirable

- 1 First level registered nurse (RGN/RMN).
- 2 Counselling skills experience.
- 3 Experience of working with people affected by cancer or long-term conditions.
- 4 Knowledge of health care systems and referral pathways.
- 5 Involvement in project management and setting up new services.
- 6 Recent NHS or health and social care experience.
- 7 Ability to source and evaluate a comprehensive range of health information.
- 8 Knowledge of the impact of loss and bereavement & the palliative care journey.
- 9 Experience of recruiting, managing, and supporting volunteer.
- 10 Ability to network and promote the service to both service users & professionals.

### APTITUDES

#### Essential

- 1 Calm and confident with the ability to deal with complex and emotional situations.
- 2 Compassionate & empathic manner.
- 3 Dynamic, motivated and innovative.
- 4 High level of discretion and confidentiality.
- 5 An understanding of and commitment to equal opportunities.
- 6 A commitment to the aims and principles of the organisation.
- 7 Willingness to be flexible in adapting to the organisations needs.
- 8 Commitment to own self-care & wellbeing, & to personal & professional development.