

# PERSON SPECIFICATION

**ROLE: Helpline Co-ordinator**

Skills	Essential	Desirable
Highly proficient and experienced with IT and familiar with existing Cruse Scotland software and with a willingness to undergo further training	X	
Excellent organisational skills	X	
Competent report writing skills		X
Excellent communication skills with the ability to adapt these to suit the particular situation	X	
Excellent interpersonal skills showing warmth and understanding	X	
Ability to problem solve	X	
Ability to effectively manage time and prioritise workload	X	
Ability to meet deadlines	X	
Excellent listening skills	X	
Good people management skills	X	
<b>Experience</b>		
Experience of volunteer management		X
Experience or knowledge of counselling skills		X
Knowledge of the environment in which Cruse Scotland works		X
Experience in dealing with upset/distressed/angry people	X	
Experience in management/operation of IT systems		X
<b>Qualifications</b>		
Volunteer Management qualification		X
Educated to degree or diploma level or equivalent		X
<b>Personal Qualities</b>		
Of a calm disposition	X	
Approachable	X	
Team player	X	
Able to use own initiative	X	
Self-motivated	X	
Ambassadorial		X
Efficient	X	
Trustworthy	X	
Confidential	X	

**SIGNED (JOB HOLDER)** .....

**DATE:** .....

**SIGNED (AUTHORISED BY)** .....

**DATE:** .....