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| **Education, Training and Qualifications** | **Essential/**  **Desirable** | **Evidence** |
| A good standard of general education. | Essential | Application form |
| Relevant professional or vocational qualification in a discipline relevant to this post (community health/social care). | Desirable | Application form |
| **Knowledge and Experience** | | |
| A general understanding of the role of unpaid carers and the types of issues and challenges they may face. | Essential | Application form and interview |
| An understanding of the impact of disadvantage and social exclusion. | Essential | Application form and interview |
| Knowledge of the welfare benefit and tax credit system, particularly benefits available to carers and their dependants.  Knowledge of the statutory and voluntary sector health and social care agencies providing services for carers.  Experience of advocacy work  Experience of income maximisation  Knowledge of energy efficiency issues, finance and debt issues and CO awareness | Desirable | Application form and interview |
| Knowledge of or experience of providing practical and/or emotional support, information, and advice to individuals or families facing financial challenges | Desirable | Application form and interview |
| Experience of building and sustaining productive relationships with key individuals in the voluntary and/or statutory sectors with responsibilities for delivering services. | Desirable | Application form, interview and references |
| Experience of carrying out Adult Carer Support Plans to identify the needs of adult carers | Desirable | Application form and interview |
| Experience of working as part of a small team with a flexible/adaptable approach. | Essential | Application form, interview and references |
| Experience of organising and administering own workload, with an ability to prioritise and meet deadlines. | Essential | Application form, interview and references |
| Experience of planning and delivering activities for people of different age groups | Essential | Application form and interview |
| Knowledge of safeguarding and experience of conducting risk assessments when planning activities. | Desirable | Application form and interview |
| Experience of planning, monitoring and evaluation of outcome focused activities. | Essential | Application form and interview |
| Experience of working jointly across agencies and disciplines to secure positive outcomes. | Desirable | Application form and interview |
| Experience of working with personal and confidential information. | Essential | Application form and interview |
| Experience of having to respond to new challenges in the workplace. | Desirable | Application form and interview |
| Experience of working with volunteers in a community-based setting. | Desirable | Application form and interview |
| **Aptitude and Skills** | | |
| Ability to work independently using initiative whilst working as part of a team. | Essential | Application form, interview and references |
| Ability to effectively work with people regardless of their ethnic, cultural, social backgrounds, their gender, age, religious belief, disability and sexual orientation. | Essential | Application form and interview |
| Ability to facilitate teamwork with colleagues, sessional workers and volunteers. | Essential | Application form and interview |
| Ability to gain the trust of both adults and young people and their families | Essential | Application form and interview |
| Ability to maintain proper boundaries with young people. | Essential | Application form and interview |
| Effective presentation skills and ability to address an audience at meetings or events, including the use of Microsoft Office. | Essential | Application form, interview and presentation |
| Ability to put together and deliver creative, stimulating activities for adults and secure their involvement. | Essential | Application form and interview |
| Sound interpersonal skills, with ability to communicate effectively with vulnerable people. | Essential | Application form, interview |
| Excellent listening, verbal communication and written skills, with an ability to prepare reports and maintain appropriate records. | Essential | Application form, interview and references |
| Computer literate and able to use social media, e-mail, internet and Microsoft Office programmes. | Essential | Application form and Interview |
| Ability to build productive and effective relationships with the Charity’s trustees, staff and volunteers and engage with partner organisations to help achieve the aims and objectives. | Essential | Application form and Interview |
| **Personal Qualities/Attributes** | | |
| Possess a positive, upbeat approach to work and able to enthuse others. | Essential | Interview and References |
| Self-confident and able to act on own initiative within a supervisory framework. | Essential | Interview and  Presentation |
| Understanding of empathy with and commitment to support the Charity’s aims and values. | Essential | Interview and  Presentation |
| Ability to empathise with people living in difficult and challenging circumstances. | Essential | Application form, interview and references |
| Possess a calm and even temper | Essential | Application form, interview and references |
| Motivated, enthusiastic, persistent and approachable with a ‘can-do’ attitude. | Essential | Application form, interview and references |
| Willingness to attend training courses and events to assist personal development and improve service delivery. | Essential | Application form, interview and references |
| **Additional Contractual Obligations** | | |
| A current driving licence and the use of a vehicle for work purposes. | Essential | Application form and interview |
| Prepared to occasionally travel out with the Helensburgh and Lomond area to attend meetings, conferences, events and to access training and development opportunities. | Essential | Application form and interview |
| Willingness to work outside of office hours, including evenings and weekends, when necessary. | Essential | Application form and interview |
| Willingness to commit to the Charity’s fundraising efforts. | Essential | Application form and interview |
| A requirement to be a member of the Protecting Vulnerable Groups Scheme. | Essential | Application and Disclosure Scotland check. |
| If the applicant is a foreign national, they must be free of restrictions and eligible to work in the UK. | Essential | Interview and supporting documentation |