PENHALIGON’S FRIENDS

**Family Services Support Worker**

# PERSON SPECIFICATION

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| ATTRIBUTES | ESSENTIAL | DESIRABLE |
| **Knowledge** | * Competent use of Microsoft Windows and office suite
* An understanding of childhood development
* Understanding of the needs of families with young children
* Knowledge of current safeguarding and child protection practice
* Willingness to undertake Penhaligon’s Friends training
* Excellent understanding of confidentiality and professional boundaries
* Knowledge and understanding of data sharing protocols
* Knowledge of and commitment to equal opportunities and anti-discriminatory practice
 | * Experience of using Microsoft Access and Excel
* Knowledge of local communities
* Knowledge of Health and Safety issues and Risk Assessments
* Knowledge of the roles of agencies providing services for children and families
* Knowledge of childhood bereavement
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| **Skills** | * Excellent written and verbal communication skills
* Excellent inter-personal skills
* Good IT skills
* Resilient, able to handle conflict.
* Ability to process and collate information
* Ability to prepare reports and statistical information
* A positive and encouraging approach to parents
* Ability to work as part of a team
* Ability to work under pressure
* Ability to work on own initiative
* Ability to manage a diverse workload
 | * Ability to produce leaflets and other resources
* Prepare and deliver presentations
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| **Experience** | * Proven experience of working with children & young people
* Experience of working in an office environment
* Experience of working as part of a team
 | * Experience working within field of bereavement
* Experience of working therapeutically with children
* Experience of working in a supportive role with parents/carers
* Previous experience of working with volunteers
* Previous experience of using Wordpress
* Previous experience of using social media
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| **Education/****QualificatiOn** | * Good standard of education (GCSE, NVQ level 2 or equivalent)
* Able to demonstrate a good standard of education and/or high levels of literacy and numeracy
* Willingness to access training opportunities
 | * ECDL or equivalent
* First Aid training
* Food Hygiene training
* Training in Childhood Loss and Grief
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| **Other** **requirements** | * Subject to successful enhanced DBS check
* Ability to work flexible hours including some evenings and weekends.
* Full driving licence with access to vehicle for work purposes
* Eligibility to work in the UK
* Good sense of humour!
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