PENHALIGON’S FRIENDS

**Family Services Support Worker**

# PERSON SPECIFICATION

|  |  |  |
| --- | --- | --- |
| 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 |
| **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 |
| **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 |
| **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 |
| **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! |  |