

Person Specification

Experience, skills and knowledge:

- Have experience of giving advice, preferably on income maximisation, debt and energy related matters or other enquiry areas such as welfare benefits.
- Experience of completing assessments including qualitative and quantitative surveys for the purpose of monitoring and evaluating progress
- Some experience of inputting data on to a database/CRM, though full training will be given
- Ability to use IT systems and electronic resources in the provision of advice, administrative support and in preparation of reports
- Experience of using and developing outcome measurement tools – to support monitoring and showing the difference the service makes
- Experience of data analysis, including input and exporting of raw data
- Ability to research, analyse and interpret complex information, produce and present clear reports verbally and in writing, and check accuracy of calculations
- Experience of working in the community, e.g. lone working, at place hub spaces and community venues
- Some experience in developing and supporting workshops, small group learning experiences and events.
- Experience in professional case note keeping
- Have excellent interpersonal skills and the ability to assess and support carers using sensitive listening and questioning skills
- Demonstrate an understanding of issues affecting unpaid carers and the implications on the carers and the service
- An understanding of safeguarding and its requirements within North Yorkshire
- Some knowledge of local services and networks available to carers and their families

Personal Attributes:

- Ability to travel across the area independently by car (travel expenses will be paid)
- Confidence to work as a lone worker in a community setting
- Ability to work in a team to ensure a positive working environment and be flexible and adaptable to the needs of the organisation and work requirements.
- Willingness to undertake any relevant training to enhance the role.
- A proactive approach and willingness to generate ideas, to develop the service to identify more carers requiring support within the community
- Able to be flexible in working hours and days – occasional work over evenings and weekends required.
- Creative, enthusiastic, adaptable to changes relating to role and a striving to making the difference to carers we support

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Please note that you should complete your application form / covering letter considering that it will be scored against the attributes, skills and knowledge listed above

If you are unable to directly meet any of the criteria, please explain more about any transferrable skills you might have that you think would be suitable to this role. It is important to give us as much information as possible about your skill set.

Any or all of the elements could be discussed further at interview stage.

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June 2024