

PERSON SPECIFICATION

Post: FAMILY SUPPORT WORKER, Family Visitor Centre at HMP Low Moss

This specification will assist prospective candidates to assess their suitability for the post. The attributes are categorised as **essential**: those without which the job could not be performed adequately; and **desirable**: those which, although not essential, would enhance job performance.

Attributes	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Relevant professional qualification e.g. health or social care 	<ul style="list-style-type: none"> • Appropriate degree level qualification
Experience	<ul style="list-style-type: none"> • Working with families experiencing challenges • Working and negotiating collaboratively in a multi-agency environment • Providing, and signposting to, advice and support • Building positive partnerships and networks • Negotiation and advocacy 	<ul style="list-style-type: none"> • Working in an advice service similar to the Citizens Advice Bureau • Working with volunteers • Working within a prison environment • Working in community-based support environments • Representing the employer when required
Knowledge and Understanding	<ul style="list-style-type: none"> • Professional attitude towards service users, colleagues, other professionals and external contacts • Sound knowledge of current housing, welfare rights, benefits and other issues • Ability to work in a challenging environment • Understanding of the need to apply the principles of confidentiality and sensitivity 	<ul style="list-style-type: none"> • Understanding of the importance of providing appropriate quality play and learning opportunities of all ages
Skills and Capabilities	<ul style="list-style-type: none"> • Building effective relationships • Providing excellent written reports, monitoring and self-evaluation • Excellent verbal and written communication skills • Excellent ability to communicate and empathise • Good organiser with ability to manage own workload • Flexibility, initiative and self-reliance • Working on own initiative and also as part of a team • Relevant, current IT skills 	<ul style="list-style-type: none"> • Ability to effectively monitor and assess own performance • Keeps abreast of developments in services and legislation as relevant to the post
Values and Personal Commitment	<ul style="list-style-type: none"> • Value and respect the contributions of others • Value constructive feedback • Show commitment to achieving high standards and objectives • Understand and value fairness, diversity, dignity, social inclusion, equality and anti-discriminatory practice • Non-judgemental, inclusive and welcoming approach 	<ul style="list-style-type: none"> • A commitment to reflection, self-evaluation and self-development as a means of enhancing working practice and broadening expertise • Takes responsibility for own professional learning and development