**TOUCHSTONE**

**PERSON SPECIFICATION - SELECTION CRITERIA: EMPLOYMENT ADVISOR**

|  | **ESSENTIAL CRITERIA** | **METHOD OF ASSESSMENT** | **DESIRABLE CRITERIA** | **METHOD OF ASSESSMENT** |
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| **SKILLS** | * Excellent communication skills, verbal and written
* High level of ICT skills, e.g. Microsoft Office (Word, Excel, Outlook, Publisher, PowerPoint).
* Excellent organisational skills to plan, prioritise and meet deadlines.
* Effectively work under pressure, work on own initiative without direct supervision.
* Effective case management and record keeping skills.
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| **EXPERIENCE** | * Experience of supporting clients with mental or physical health conditions to overcome barriers and achieve goals.
* Experience of assessing client needs and agreeing goals.
 | AA | * Experience of supporting people experiencing mental health difficulties with employment-related issues.
 | A |
| **KNOWLEDGE** | * Able to build relationships whilst maintaining appropriate professional boundaries.
* Understanding the barriers and difficulties faced by people with mental health conditions in relation to work, and the impact work can have on mental health.
* Proactive in supporting colleagues and contributing to the success of a team.
* Effective written and oral communication skills.
* Ability to recognise risk and safeguarding issues and act appropriately.
* Ability to work collaboratively with employers, professionals and others in support of individuals.
* The organisational and time-management skills needed to manage a caseload of clients.
* Creative in identifying solutions to the barriers faced by others in achieving their goals.
* Competent in use of IT including databases and Microsoft Office applications.
 | AAA, IA, IA, IA, IA, IA, IA | * Knowledge of employment law and the Equality Act 2010.
* Knowledge of employment and disability related benefits.
* Knowledge of community resources.
 | AAA |
| **ATTITUDES AND BEHAVIOURS** | * Commitment to Touchstone’s aims and values.
* Solution-focused approach to work.
* Motivated and confident.
* Open to change and able to work flexibly in line with the needs of the service/organisation.
* Commitment to maintain confidentiality at Touchstone.
* Commitment to respecting diversity and anti-discriminatory / anti-oppressive practices.
* Commitment to personal responsibility, development, learning and reflective practice.
* Willingness to be managed and supervised.
* Reliable and Resilient.
* Enthusiasm for taking on responsibilities and projects in addition to core workload.
* Prepared to work in a variety of locations and settings.
 | A, IA, IA, I A, IA, IA, IA, IA, IA, IAI |  |  |
| **EQUAL OPPORTUNITIES** | * Must be able to recognise discrimination in its many forms and be willing to put into practice Touchstone’s Equality Policies.
* Must be sensitive to the needs of disadvantaged groups in the planning and delivery of services.
* A commitment to providing high quality services to the diverse communities.
* Must be able to communicate effectively with a broad range of diverse service users, management and staff, from both organisations and the community.
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| **QUALIFICATIONS/ TRAINING** | * Evidence of further study in vocational training, careers advice, job retention and / or employment support or equivalent experience gained through work in the field.
 | A | * NVQ level 2 minimum or equivalent in a relevant field or evidence of a good customer service background.
 | A |