**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. | A, I  A, I  A, I  A, I  A, I |  |  |
| **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. | A  A | * 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. | A  A  A, I  A, I  A, I  A, I  A, I  A, I  A | * Knowledge of employment law and the Equality Act 2010. * Knowledge of employment and disability related benefits. * Knowledge of community resources. | A  A  A |
| **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, I  A, I  A, I  A, I  A, I  A, I  A, I  A, I  A, I  A  I |  |  |
| **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. | I  A, I  A, I  A, I |  |  |
| **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 |