

PENHALIGON'S FRIENDS
Family Services Support Worker

PERSON SPECIFICATION

<u>ATTRIBUTES</u>	<u>ESSENTIAL</u>	<u>DESIRABLE</u>
KNOWLEDGE	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • Experience of using Microsoft suite • 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	<ul style="list-style-type: none"> • 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/carers • 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 • 	<ul style="list-style-type: none"> • Ability to produce leaflets and other resources • Prepare and deliver presentations

EXPERIENCE	<ul style="list-style-type: none"> • Proven experience of working with children & young people • Experience of working in an office environment • Experience of working as part of a team 	<ul style="list-style-type: none"> • Experience working within field of bereavement • Experience of working therapeutically with children • Experience of working in a supportive role with parents/carers • Experience of facilitating groups for children or young people • Previous experience of working with volunteers • Previous experience of using Wordpress • Previous experience of using social media
EDUCATION/ QUALIFICATION	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • ECDL or equivalent • First Aid training • Food Hygiene training • Training in Childhood Loss and Grief
OTHER REQUIREMENTS	<ul style="list-style-type: none"> • Subject to successful enhanced DBS check • Reliable and flexible approach to work • Ability to work flexible hours including some evenings and weekends. • Ability to adapt to the changing needs of the charity work as required • Full driving licence with access to vehicle for work purposes • Eligibility to work in the UK • Good sense of humour! 	