

PERSON SPECIFICATION

JOB TITLE: Advice and Advocacy Worker

| Competency | | Description | Essential/ Desirable | Method of Assessment |
|-------------------|-----|--|---------------------------------|---|
| Skills | 1.1 | Speak fluent English, Cantonese & Mandarin | <i>Essential</i> | <i>Application Form, Interview</i> |
| | 1.2 | Computer literate | <i>Essential</i> | <i>Application Form, Interview</i> |
| | 1.3 | Literacy and numeracy skills | <i>Essential</i> | <i>Application Form, Interview</i> |
| | 1.4 | Excellent reporting and writing skills in English and Chinese | <i>Essential</i> | <i>Application Form, Task-based assignment</i> |
| | 1.5 | Full UK Driving Licence | <i>Desirable</i> | <i>Application Form</i> |
| Abilities | 2.1 | Ability to control, organise and prioritise workload making day to day decisions on casework issues within agreed deadlines | <i>Essential</i> | <i>Application Form, Interview</i> |
| | 2.2 | An ability to work as part of a team to meet objectives | <i>Essential</i> | <i>Application Form, Interview</i> |
| | 2.3 | Ability to communicate effectively with service users, staff and other stakeholders | <i>Essential</i> | <i>Application Form, Interview</i> |
| | 2.4 | Ability to carry out work with clients in a professional manner and in accordance with accepted good practice, enabling client to develop and build on their own strengths, and outcomes appropriate to the needs of the clients | <i>Essential</i> | <i>Application Form, Interview</i> |
| | 2.5 | Ability and willingness to promote the Association's policies and initiatives on Equal Opportunities and provide support to people with housing, benefit and health problems. | <i>Essential</i> | <i>Application Form, Interview</i> |
| | 2.6 | Ability to collate and analyse statistical monitoring of client profiles and benefit based outcomes, identify trends and prepare clear and concise reports | <i>Essential</i> | <i>Application Form, Interview</i> |
| | 2.7 | Ability to confront and challenge injustice | <i>Essential</i> | <i>Application Form, Interview</i> |

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| Knowledge/ Experience | 3.1 | Understanding of personalisation, personal budgets and social reform in general | <i>Essential</i> | <i>Application Form, Interview</i> |
| | 3.2 | Knowledge of benefits systems, specifically those relevant to elderly and disabled people | <i>Desirable</i> | <i>Application Form, Interview</i> |
| | 3.3 | Understanding of the needs and obstacles faced by adult service users | <i>Essential</i> | <i>Application Form, Interview</i> |
| | 3.4 | Experience of providing training and talks to external audiences | <i>Essential</i> | <i>Application Form, Interview</i> |
| | 3.5 | 3 years work/volunteer experience in the social care sector, with 1 year doing outreach work | <i>Essential/ Desirable</i> | <i>Application Form, Interview</i> |
| | 3.6 | Experience of working with the Chinese & Vietnamese communities in East London | <i>Essential</i> | <i>Application Form, Interview</i> |
| | 3.7 | Experience of working with elderly and disabled people | <i>Essential</i> | <i>Application Form, Interview</i> |
| Qualifications | 4.1 | Must be willing to undertake training that is relevant to the post | <i>Essential</i> | <i>Application Form, Interview</i> |
| | 4.2 | Degree level or equivalent | <i>Desirable</i> | <i>Application Form, Certificates</i> |
| | 4.3 | Any qualification relevant to Social Work | <i>Desirable</i> | <i>Application Form, Certificates</i> |
| Commitments | 5.1 | Flexible working hours including Saturday working | <i>Essential</i> | <i>Application Form, Interview</i> |
| | 5.2 | Ability and willingness to attend evening and weekend meetings if and when required | <i>Essential</i> | <i>Application Form, Interview</i> |
| | 5.3 | To carry out any other duties that are in line with the purpose of the organisation | <i>Essential</i> | <i>Application Form, Interview</i> |