**Person Specification**

**Access Hub Advisor**

**Qualifications**

Essential:

* Good general standard of education

Desirable:

* Mentoring/Coaching qualification
* Information Advice and guidance qualification

**Experience**

Essential:

* Experience of working with people who face disadvantage
* Experience of working in an empathetic and empowering way
* Experience of action planning and reviewing against goals and objectives
* Experience of monitoring and evaluating information, including using computer based and other recording systems
* Experience of call handling and telephone based support
* Experience of triaging levels of need
* Experience of working with specialist external agencies
* Working within and contributing to a team
* Experience of working in a ‘customer’ focused way
* Experience of working in a dynamic and creative way, solving problems and prioritising work

Desirable:

* Experience of working in a mentoring/support role
* Experience delivering a person centred service
* Working with vulnerable individuals on a 1:1 basis to assess needs
* Working in a call centre or phone support role
* Experience of delivering front line support

**Skills**

Essential:

* Good communication and interpersonal skills
* Use of IT to support office based tasks to include, Microsoft office, email and database systems
* Able to network and build effective working relationships
* Able to work on own initiative and manage own time
* Excellent organisational skills and an ability to prioritise workload
* Monitoring and evaluation of the effectiveness of service provided
* Working in an empowering and pro-active way which builds confidence and skills of individuals
* Maintaining boundaries and ensuring clarity and understanding of the role
* Ability to self manage and be creative in your approach to problem solving

**Knowledge**

Essential:

* Understanding and knowledge of supporting vulnerable people
* Issues affecting the lives of adults facing disadvantage
* Issues relating to empowerment and disempowerment
* Principles of assessing need
* Equal Opportunities and Diversity
* Local organisations and services relevant to supporting disadvantaged people

Desirable:

* National organisations and services relevant to supporting disadvantaged people
* Social and health care systems and processes
* A working knowledge of relevant legislation including Disability Discrimination Act, Data Protection

**Other Requirements**

* This role may involve occasional working in different locations, and will require you to travel across Worcestershire and Herefordshire, therefore the ability and means to travel independently is preferable
* A willingness to work flexibly to meet the needs of the organisation and service users

**Onside People:**

* are **passionate** about what they do
* **value difference**
* are **creative** in their approach
* are committed to **fairness and justice**