**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 handling complex and challenging situations in relation to vulnerable service user groups.
* Experience of action planning and reviewing against goals and objectives.
* Experience of monitoring, evaluating, and analysing information from a range of sources.
* Experience of triaging levels of need.
* Experience of working with specialist external agencies.
* Experience of working within and contributing to a team.
* Experience of working dynamically, solving problems, and prioritising work.

Desirable:

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

**Skills**

Essential:

* High levels of emotional intelligence and interpersonal skills.
* Excellent attention to detail and accuracy.
* Excellent written and verbal communication skills.
* Confidence and competence in the use of IT programmes to support office-based tasks to include, Microsoft office, Outlook and CRM systems.
* Ability to network and build effective working relationships.
* Ability to work using own initiative and manage own time.
* Excellent organisational skills and an ability to prioritise workload.
* Ability to monitor and evaluate the effectiveness of service provided.
* Ability to work in an empowering and pro-active way which builds confidence and skills of individuals.
* Ability to maintain boundaries and ensure clarity and understanding of the role.
* Ability to self-manage and take a creative approach to problem solving.

**Knowledge**

Essential:

* Understanding of the complexities and challenges facing vulnerable people.
* Understanding of the issues affecting the lives of adults facing disadvantage.
* Understanding of the issues relating to empowerment and disempowerment.
* Understanding of the Principles of assessing need.
* Understanding of Equal Opportunities and Diversity.

Desirable:

* Demonstratable knowledge of local and national organisations and services relevant to supporting disadvantaged people.
* A working knowledge of 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 which may require you to travel across Worcestershire and Herefordshire, therefore the ability and means to travel independently is essential.
* A willingness to work flexibly with very occasional evening and weekend work.

**Onside People:**

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