

# PERSON SPECIFICATION

**JOB TITLE: Advice and Advocacy Worker**

<b>Competency</b>		<b>Description</b>	<b>Essential/ Desirable</b>	<b>Method of Assessment</b>
<b>Skills</b>	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, Interview</i>
	1.5	Full UK Driving Licence	<i>Desirable</i>	<i>Application Form</i>
<b>Abilities</b>	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>

<b>Knowledge/ Experience</b>	3.1	Understanding of personalisation, personal budgets and social reform in general	<i>Desirable</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>Desirable</i>	<i>Application Form, Interview</i>
	3.4	Experience of providing training and talks to external audiences	<i>Desirable</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>Desirable</i>	<i>Application Form, Interview</i>
	3.6	Experience of working with the Chinese & Vietnamese communities in East London	<i>Desirable</i>	<i>Application Form, Interview</i>
	3.7	Experience of working with elderly and disabled people	<i>Desirable</i>	<i>Application Form, Interview</i>
<b>Qualifications</b>	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>
<b>Commitments</b>	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>