#  DARLINGTON BOROUGH COUNCIL

**CHILDREN AND ADULTS SERVICES**

**PERSON SPECIFICATION - ROUTES TO WORK KEY WORKER**

**POST NO. POS001268**

All appointments are subject to satisfactory references.

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| **Criteria No.** | **Attribute** | **Essential****(E)** | **Desirable****(D)** |
|  | **Qualifications & Education** |  |  |
| **1** | 4 GCSEs (A-C) including English Language. |  | **D** |
| **2** | Information, Advice and Guidance or Employment Related Services Level 3 or above. |  | **D** |
| **3** | A recognised training qualification to support delivery to participants. |  | **D** |
|  | **Experience & Knowledge** |  |  |
| **4** | Approximately 2 years’ experience of working with jobseekers and employers. | **E** |  |
| **5** | Experience of working with a variety of partners to provide tailor made solutions to meet participants’ requirements. | **E** |  |
| **6** | Working to and meeting industry and internal service level standards. | **E** |  |
| **7** | Understanding of the employability agenda. | **E** |  |
| **8** | Knowledge of the Tees Valley area and local voluntary sector support services. | **E** |  |
| **9** | Knowledge of challenges faced by people with health conditions, BME, substance misuse, homelessness or offending environments. | **E** |  |
| **10** | A working knowledge of safeguarding. | **E** |  |
| **11** | Approx. 2 years’ experience of interpreting legislation, policy or procedures to give recommendations and advice. | **E** |  |
|  | **Skills** |  |  |
| **12** | Ability to work effectively as a member of a team within a complex, changing and challenging environment. | **E** |  |
| **13** | Ability to use initiative and make decisions outside immediate policy and procedure, and without reference to manager. | **E** |  |
| **14** | Ability to communicate both orally and in writing to a wide range of audiences (including ability to write clear and concise reports & presentations). | **E** |  |
| **15** | Ability to monitor understanding of others, develop approach and take corrective action if required. | **E** |  |
| **16** | Ability to encourage employer engagement. | **E** |  |
| **17** | IT literate, capable of using MS Word/Excel and office packages. | **E** |  |
|  | **Personal Attributes** |  |  |
| **18** | Ability to innovate and inspire participants with a patient and tactful approach to achieve positive outcomes. | **E** |  |
| **19** | Ability to engage and develop positive, trusting relationships with participants. | **E** |  |
| **20** | Ability to maintain confidentiality as required. | **E** |  |
|  | **Special Requirements** |  |  |
| **21** | Prepared to undertake occasional evening and weekend work. | **E** |  |
| **22** | The ability to communicate at ease with customers and provide advice in accurate spoken English. | **E** |  |
| **23** | Capable of independent travel to carry out the requirements of the post. | **E** |  |
| **24** | Ability to form and maintain appropriate relationships and personal boundaries with participants. | **E** |  |
| **25** | Emotional resilience in working with challenging behaviours and attitudes to use of authority and maintaining discipline. | **E** |  |
| **26** | Suitability to work with vulnerable adults. | **E** |  |