

## SPLW - Person Specification

<b>Personal qualities &amp; attributes</b>	Ability to actively listen, empathise with people and provide person-centred support in a non-judgemental way
	Able to provide a culturally sensitive service, by supporting people from all backgrounds and communities, respecting lifestyles and diversity
	Able to support people in a way that inspires trust and confidence, motivating others to reach their potential
	Ability to communicate effectively, both verbally and in writing, with people, their families, carers, community groups, partner agencies and stakeholders
	Ability to identify risk and assess/manage risk when working with individuals
	Have a strong awareness and understanding of when it is appropriate or necessary to refer people back to other health professionals/agencies, when what the person needs is beyond the scope of the link worker role – e.g. when there is a mental health need requiring a qualified practitioner
	Ability to maintain effective working relationships and to promote collaborative practice with all colleagues
	Commitment to collaborative working with all local agencies (including VCSE organisations and community groups). Able to work with others to reduce hierarchies and find creative solutions to community issues
<b>Qualifications &amp; training</b>	NVQ Level 3, Advanced level or equivalent qualifications or working towards
	Demonstrable commitment to professional and personal development
	Training in motivational coaching and interviewing or equivalent experience (Desirable)
<b>Experience</b>	Experience of working directly in a community development context, adult health and social care, learning support or public health/health improvement (including unpaid work)
	Experience of supporting people, their families and carers in a related role (including unpaid work)
	Experience of supporting people with their mental health, either in a paid, unpaid or informal capacity
	Experience of working with the VCSE sector (in a paid or unpaid capacity), including with volunteers and small community groups
	Experience of data collection and using tools to measure the impact of services
	Experience of partnership/collaborative working and of building relationships across a variety of organisations
<b>Skills and knowledge</b>	Knowledge of the personalised care approach
	Understanding of the wider determinants of health, including social, economic and environmental factors and their impact on communities, individuals, their families and carers
	Understanding of, and commitment to, equality, diversity and inclusion
	Knowledge of IT systems, including ability to use word processing skills, emails and the internet to create simple plans and reports
	Local knowledge of VCSE and community services in the locality
	Knowledge of how the NHS works, including primary care
	Knowledge of, and ability to work to, policies and procedures, including confidentiality, safeguarding, lone working, information governance, and health and safety