

# APPLICATION PACK

## PERSON SPECIFICATION

### Advocato Peer Support Volunteer

#### Essential Criteria

We are looking for people who have the following skills and abilities. You will need to let us know how you satisfy these when you complete the application form.

- Experience of applying for benefits or welfare for yourself or others
- A non-judgemental, open-minded and empathetic attitude towards others.
- Some experience of supporting and enabling another person to solve problems.
- Ability to listen to others and ask personal questions sensitively.
- Understanding of the importance of equality and diversity and a willingness to challenge adverse views.
- Acceptance of the need for clear boundaries between client and worker.
- Fluency in English and an ability to type or write clearly by hand, plus strong literacy and basic numeracy skills.
- Reliability and good time keeping.
- Understanding of confidentiality.
- Confident IT skills, including use of the internet and word processing.
- Willingness to undertake relevant training.
- Knowing to ask for help when needed, ability to respond positively to feedback.

#### Desirable Criteria

It would also be useful to know if you have these additional skills or abilities. You can tell us about these in your application.

- The ability to understand and explain written information clearly
- Fluency in a community language, e.g. Somali, Arabic, Urdu, Punjabi.
- An interest in research and campaigns relating to social welfare law and policy