

**Safelink Triage Worker Person Specification**

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|  | Essential | Desirable |
| Skills | * Strong numeracy, written communication and ability to carry out own administrative workload. * Excellent level of IT literacy, operate case management systems with evidence of a methodical and well organised approach to work * Evidence of the ability to communicate clearly and concisely, including the ability to listen actively and match communication to the needs of the recipient * Ability to work with victims empathetically, understanding their needs and managing sensitive information appropriately. * The ability to provide respectful, non-judgemental, and confidential support to victims * Evidence of the ability to build effective relationships, both internally and externally with a wide range of statutory and voluntary agencies, to achieve outcomes for service users * Maintaining professional boundaries, show resilience and reliability under pressure * Ability to work as part of a team demonstrating a flexible approach to collaborative working | * Ability to apply psychologically informed practice * Ability to work with a recovery focused approach |
| Experience | * Experience of providing telephone or 1-1 support and advocacy to vulnerable people and those in crisis * Experience of carrying out needs and risk assessments with vulnerable adults and/or children * Experience of providing support and information to vulnerable people including legal options, housing, health and finance. * Evidence experience of completing data reports using Microsoft Office Packages and Case Management IT systems. * Experience of working in partnership with a wide range of statutory and voluntary agencies, to achieve positive outcomes for service users * Demonstrable experience of being proactive rather than reactive: focuses on preventing problems in the future rather than just resolving immediate issues | * Experience of working with the police, CPS, * An understanding of the Criminal Justice System and processes |
| Knowledge | * Knowledge and understanding of the impacts of sexual violence on individual victims and the wider community and the support needs of victims who have experienced sexual violence * Knowledge of criminal and civil legal proceedings relating to sexual violence and assault * An understanding of safeguarding relating to vulnerable adults and children, including how and when to report concerns |  |
| Values | * A commitment to the Victim’s Code of Practice * Commitment to diversity and equal opportunities at work * Commitment to service user participation and involvement |  |