

Case Officer Person Specification			
	SKILL	ESSENTIAL	DESIRABLE
1.	Experience of direct client contact in an information, advice, advocacy and client support capacity.	✓	
2.	To have knowledge of IT systems and experience of recording accurate case notes effectively and to a high standard on existing IT system.	✓	
3.	Understanding of the common and current issues affecting people living in a rural community.	✓	
4.	Flexibility to work across a number of workstreams and work within established delivery procedures.	✓	
5.	Using effective listening, observation and communication skills to build relationships	✓	
6.	Good understanding of the welfare benefits system, reconsiderations and appeals process		✓
7.	Experience of working with people with disabilities.		✓
8.	To demonstrate a clear understanding of energy awareness, fuel debt and fuel poverty.		✓
9.	To demonstrate an understanding of money management and debt management support.		✓
10.	Experience of working with other organisations on joint projects.		✓
11.	Excellent presentation skills, preparation and delivery of themed presentations		✓
12.	Experience of working with volunteers.		✓
13.	Sound understanding and use of Microsoft office suite.	✓	