

| 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. | | ✓ |
| 7. | To demonstrate an understanding of money management and debt management support. | | ✓ |
| 9. | Experience of working with other organisations on joint projects. | | ✓ |
| 10. | Excellent presentation skills, preparation and delivery of themed presentations | | ✓ |
| 11. | Experience of working with volunteers. | | ✓ |
| 12. | Sound understanding and use of Microsoft office suite. | ✓ | |