

| <b>Compass Support Officer Person Specification</b> |   |                  |                  |
|---|---|------------------|------------------|
|   | <b>SKILL</b>  | <b>Essential</b> | <b>Desirable</b> |
| 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: - Word and PowerPoint plus a good understanding of Excel and Publisher.            | ✓                |                  |