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| **Person Specification** | **Criteria** | **Essential** | **Desirable** |
| **Personal Qualities and Attributes** | * Ability to listen, empathise with people and provide person-centred support in a non-judgemental way * Able to get along with people from all backgrounds and communities, respecting lifestyles and diversity * Commitment to reducing health inequalities and proactively working to reach people from all communities * Able to support people in a way that inspires trust and confidence, motivating others to reach their potential * Ability to communicate effectively, both verbally and in writing, with people, their families, carers, community groups, partner agencies and stakeholders * Ability to identify risk and assess/manage risk when working with individuals * Have a strong awareness and understanding of when it is appropriate or necessary to refer people back to other health professionals/agencies, when what the person needs is beyond the scope of the link worker role – e.g. when there is a mental health need requiring a qualified practitioner * Able to work from an asset based approach, building on existing community and personal assets * Able to provide leadership and to finish work tasks * Ability to maintain effective working relationships and to promote collaborative practice with all colleagues * Commitment to collaborative working with all local agencies (including VCSE organisations and community groups). Able to work with others to reduce hierarchies and find creative solutions to community issues * Demonstrates personal accountability, emotional resilience and works well under pressure * Ability to organise, plan and prioritise on own initiative, including when under pressure and meeting deadlines * High level of written and oral communication skills * Ability to work flexibly and enthusiastically within a team or on own initiative * Understanding of the needs of small volunteer-led community groups and ability to support their development * Knowledge of and ability to work to policies and procedures, including confidentiality, safeguarding, lone working, information governance, and health and safety | ✓  ✓  ✓  ✓  ✓  ✓  ✓  ✓  ✓  ✓  ✓  ✓  ✓  ✓  ✓  ✓  ✓ |  |
| **Qualifications and Training** | * NVQ Level 3, Advanced level or equivalent qualifications or working towards * Demonstrable commitment to professional and personal development * Training in motivational coaching and interviewing or equivalent experience | ✓  ✓ | ✓ |
| **Experience:** | * Experience of working directly in a community development context, adult health and social care, learning support or public health/health improvement (including unpaid work) * Experience of supporting people, their families and carers in a related role (including unpaid work) * Experience of supporting people with their mental health, either in a paid, unpaid or informal capacity * Experience of working with the VCSE sector (in a paid or unpaid capacity), including with volunteers and small community groups * Experience of data collection and providing monitoring information to assess the impact of services * Experience of partnership/collaborative working and of building relationships across a variety of organisations | ✓  ✓  ✓ | ✓  ✓  ✓ |
| **Skills and Knowledge** | * Knowledge of the personalised care approach * Understanding of the wider determinants of health, including social, economic and environmental factors and their impact on communities * Knowledge of community development approaches * Knowledge of IT systems, including ability to use word processing skills, emails and the internet to create simple plans and reports * Knowledge of motivational coaching and interview skills * Knowledge of VCSE and community services in the locality | ✓  ✓  ✓  ✓ | ✓  ✓ |
| **Other** | * Meets DBS reference standards and has a clear criminal record, in line with the law on spent convictions * Willingness to work flexible hours when required to meet work demands * Access to own transport and ability to travel across the locality on a regular basis, including to visit people in their own homes | ✓  ✓  ✓ |  |