

Children's Advocacy Helpline Volunteer Person Specification

* Method of Assessment

A = Application Form **D** = Documentary Evidence (e.g. Certificates/Portfolio) **I** = Interview (panel and/or young people) **E** = Exercise

Please note that this column is indicative of where each criterion is likely to be tested, however all elements of the person specification may be tested at any stage of the recruitment process. Candidates must use each element of the person specification as a heading in the supporting statement of their application, explaining clearly and with examples how they meet the criteria.

Factor	Criteria	Essential/Desirable	Method of Assessment*			
			A	D	I	E
Skills & Knowledge	• Good standard of general education and/or relevant or transferable experience such as working (including voluntary) with children and young people, advice giving, support work and answering and making telephone calls on behalf of others	Essential	✓	✓	✓	✓
	• Awareness of the issues that may face children and young people (ideally of those involved in the care system)	Essential	✓		✓	✓
	• Excellent inter-personal skills and ability to communicate well with people who may be in crisis or distressed, good communication both written and oral	Essential	✓		✓	
	• Ability to use IT systems competently and be reliable	Essential	✓	✓	✓	✓
	• Database skills	Desirable	✓	✓	✓	
Personal Attributes	• Commitment to children and young people	Essential	✓		✓	✓
	• Ability to listen and empathise with others	Essential	✓		✓	
	• Open minded and committed to equality and diversity	Essential	✓		✓	
	• Commitment to learning and development	Essential	✓		✓	
	• Good time keeping	Essential	✓		✓	