St Pauls
Advice Centre

APPLICATION PACK
COMPETENCY BASED PERSON SPECIFICATION

PLEASE READ PAGE 1 OF THE GUIDANCE NOTES FOR MORE INFORMATION ABOUT THIS DOCUMENT

Job Title:	Debt & Energy Outreach Worker

Competency:	**Respect for diversity**	**How Measured: Form & Interview**
Treats people fairly, with dignity and respect. Values differences and understands the importance of providing services that are accessible and inclusive.		
Essential Criteria:	• Ability to work in a way that promotes equality, diversity and inclusion. • Ability to work sensitively and without judgement with people from different backgrounds and circumstances.	

Competency:	**Professional knowledge/expertise**	**How Measured: Form, Interview & Test**
Shows an interest in helping people understand and exercise their rights. Is willing to learn new information, develop advice skills and work towards professional qualifications. Understands the importance of providing accurate, confidential and impartial advice.		
Essential Criteria:	• An interest in debt, money management, energy issues and the challenges facing people on low incomes. • Ability and willingness to learn new information, understand guidance and apply this in practice. • Commitment to completing the training and qualifications required for the role, including debt advice and energy awareness. • Understanding of the importance of confidentiality, professional boundaries and treating people fairly and without judgement. • Willingness to learn from feedback, participate in supervision and develop professional skills.	
Desirable Criteria:	• Some experience of supporting people facing financial hardship or other difficulties, gained through paid work, volunteering, community involvement or personal experience.	

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Competency:	Analytical, evaluation and problem solving	How Measured: Interview & Test
Able to understand information, identify problems and consider practical solutions. Approaches problems thoughtfully and knows when to seek advice or support.		
Essential Criteria:	• Ability to gather, understand and assess information to identify key issues. • Ability to consider practical solutions to problems and make reasoned decisions, with guidance where needed.	

Competency:	Effective communication	How Measured: Form, Interview & Test
Communicates clearly and sensitively with a wide range of people. Listens carefully, asks appropriate questions and explains information in a way that others can understand.		
Essential Criteria:	• Ability to communicate clearly and sensitively, both verbally and in writing. • Good listening skills and the ability to build trust with people who may be experiencing difficult circumstances. • Ability to explain information clearly and adapt communication to meet different people's needs.	
Desirable Criteria:	• Ability to speak a language used by communities in East and Central Bristol, in addition to English, for example Somali, Arabic, Urdu or Bengali.	

Competency:	Planning, organising and delivery	How Measured: Form & Interview
Takes an organised and reliable approach to work. Can manage tasks, keep accurate records and meet agreed deadlines, seeking support when needed.		
Essential Criteria:	• Ability to organise and prioritise work effectively. • Ability to work independently on agreed tasks and recognise when guidance or support is needed. • Ability to keep clear and accurate written records. • Basic IT skills, including using email, word processing and online information, with a willingness to learn new systems.	

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Competency:	Team working and interpersonal skills	How Measured: Interview
Works cooperatively with colleagues and others, contributing to a supportive team environment. Builds positive relationships and is open to learning and feedback.		
Essential Criteria:	• Ability to build trust and positive working relationships with colleagues, clients and community partners. • Ability to work cooperatively, give and receive support, and contribute positively to a team. • Willingness to participate in training, supervision and reflective practice.	

Competency:	Commitment to Local Communities	How Measured: Form & Interview
We welcome applications from people with a range of backgrounds and experiences, including those who have not previously worked in the advice sector. We particularly encourage applications from people with strong connections to the communities we serve.		
Essential Criteria:	• Lives in (or lived in within the last 10 years) one of the communities served by St Pauls Advice Centre, especially East or Central Bristol. • Ability to engage positively with community organisations and local services.	
Desirable Criteria:	• Experience of involvement in local community activities, organisations or volunteering. • Understanding of the needs and experiences of local communities, including barriers to accessing advice and support.	