

Person Specification

Personal qualities & attributes	
Essential Criteria	Desirable Criteria
Ability to actively 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	
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	
Can demonstrate personal accountability, emotional resilience and ability to work 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	
Able to provide motivational coaching to support people's behaviour change	
Knowledge of, and ability to work to, policies and procedures, including confidentiality, safeguarding, lone working, information governance, and health and safety	

Qualifications & training

Essential Criteria	Desirable Criteria
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

Essential Criteria	Desirable Criteria
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 using tools to measure the impact of services	
Experience of partnership/collaborative working and of building relationships across a variety of organisations	

Skills and Knowledge

Essential Criteria	Desirable Criteria
Knowledge of the personalised care approach	
Understanding of the wider determinants of health, including social, economic and environmental factors and their impact on communities, individuals, their families and carers	

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	
	Local knowledge of VCSE and community services in Harrow
	Knowledge of how the NHS works, including primary care

Other	
Essential Criteria	Desirable Criteria
Meets DBS reference standards and criminal record checks	
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	