

WELWYN HATFIELD WOMEN'S REFUGE & SUPPORT SERVICES (WHWR)

CHILD SUPPORT WORKER PERSON SPECIFICATION

Experience	E Essential /D Desirable
1. Experience of working with children/young people who have experienced domestic violence or family trauma	E
2. Experience of liaising with both voluntary and statutory agencies	D
3. Experience of advocating on behalf of vulnerable people	D
4. Experience of training and supporting volunteers	D
Knowledge	
1. Understanding of the issues facing women and children who have been victims of domestic violence - physical, emotional and sexual abuse	E
2. An understanding of child growth and development	E
3. Knowledge of basic first aid procedures and the ability to recognise symptoms of illnesses common among children	E
4. Understanding of the relevance and importance of policies and procedures in service delivery	E
5. Understanding of and commitment to equality and diversity	E
6. Up to date working knowledge of Family Law and legislation regarding the welfare of children and young people as they pertain to domestic violence	D
Skills and Abilities	
1. Ability to work closely as part of a team as well as alone and on own initiative	E
2. Ability to produce clear and accurate written work i.e. letters, reports and records	E
3. Ability to work effectively with staff from statutory and voluntary agencies	E
4. Ability to work with children in a way that promotes their resilience and facilitates their recovery from experience of trauma	E
5. Ability to work well under pressure and meet deadlines	E
6. Ability to remain calm in a crisis and enable others to do the same	E
7. Ability to prioritise workload and good organisational skills	E
8. Ability to perform routine administrative tasks	E
9. Ability to record information for monitoring and evaluation purposes	D
10. Ability to use MS Word, Excel and the internet	D

Finalised March 2016

11. Possession of a full driving licence and use of a car

D

Education and Training

1. CCLD NVQ Level 4 or equivalent experience

E

NB An enhanced Disclosure and Barring Service disclosure satisfactory to WHWR is required prior to appointment

E