

Person Specification



Job Title	Service User Engagement Officer
Service	Service User Engagement (across all services)
Responsible to	Operational Co-ordinator
Reporting Roles	Not applicable
Purpose	To deliver Service User Engagement across services

We have a Competency Review Framework that has been designed for use by all staff across the organisation. The Framework consists of 7 key competency areas and we expect that all candidates will be able to demonstrate and evidence experience and/or ability in the following areas:

<p>Commitment to the Organisation and its Values</p> <p>The ability to demonstrate an understanding of and commitment to organisational values. The ability to plan for change, have a positive attitude towards it and identify the opportunities associated with it.</p>
<p>Process</p> <p>The ability to demonstrate an understanding of the procedures, recording, relevant IT systems and administration required for the role, all completed in line quality requirements.</p> <p>The ability to show a ‘user level’ understanding of ICT to maintain records and diaries and to ensure files are kept up to date.</p>
<p>Communication, Advice and Guidance</p> <p>The ability to communicate clearly using a variety of methods with a diverse range of people. Able to use persuasion and negotiation to enact positive change. Must be able to demonstrate the ability to effectively challenge and motivate Service Users.</p> <p>The ability to manage a range of issues that are complex, disseminating information correctly to others and identifying when information needs to be shared and recorded in a timely and accurate way.</p> <p>The ability to demonstrate a good understanding of confidentiality processes.</p>
<p>Partnership and Teamwork</p> <p>The ability to work collaboratively with colleagues internal to ACT and with external partners in order to achieve a joint goal. Involves sharing of information, knowledge and ideas.</p> <p>Experience of being involved in team working with colleagues across an organisation and of encountering complex issues in motivating individuals.</p> <p>Ability to demonstrate experience of the development of effective team working relationships in partnerships and multi-agency working.</p>

Service Delivery and Customer Service

The ability to demonstrate delivering a consistently high quality service to offer the relevant support to Customers and put them at the centre of our work.

Experience of working with other organisations in order to manage time and plan activities. Planning and prioritising are usually confined to own area of work, but must be able to demonstrate flexibility in approach.

Safety Awareness

The ability to assess risk in relation to own safety and the safety of others and to be able to apply measures to reduce risk.

Ability to recognise and communicate safeguarding issues appropriately.

Leadership and Decision Making

The ability to demonstrate logical decision making skills. Decisions have an impact on the work and activities of others and may have an impact on the organisation.

The ability to support, encourage and inspire others to develop and realise their full potential.