



Person Specification

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St. Helens Council

Job Title: Contact Support Worker

Ref No: SSCIN17

Knowledge	E = Essential D = Desirable	Identified By
Understanding of child development in relation to children of all ages and issues that affect them.	E	Application/Interview
Understanding of legislation relating to young people e.g. Children's Act, Housing Act, benefits system.	D	Application/Interview
Skills and Abilities	E = Essential D = Desirable	Identified By
Good written and verbal communication skills.	E	Application/Interview
Ability to build positive relationships with children and young people.	E	Application/Interview
Ability to work as part of a team.	E	Application/Interview
To work effectively with other agencies and with parents and carers.	E	Application/Interview
Experience	E = Essential D = Desirable	Identified By
Experience of working with children and young people.	E	Application/Interview
Experience of group work with children and young people.	D	Application/Interview
Experience of working with parents/carers of young people, supporting young people at home or living independently.	D	Application/Interview
Experience of providing support to parents and children.	D	Application/Interview
Qualifications	E = Essential D = Desirable	Identified By
Working towards a NVQ Level 3 (or equivalent level qualification) in Child Care/Youth Work or related discipline.	E	Application/Certificate



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Other Circumstances	E = Essential D = Desirable	Identified By
Car driver with valid driving licence and access to a vehicle.	E	Application/Interview
Able to work evenings and weekends in line with the needs of the service.	E	Application/Interview
An ability to fulfil all spoken aspects of the role with confidence through the medium of English	E	Interview

* NB - If an applicant can not drive as they are precluded by disability applications are still welcome. Applicants are asked to provide a statement as to how they will be in a position to alternatively meet the requirement to enable the duties to be carried out effectively and efficiently with reasonable adjustments