

PERSON SPECIFICATION FOR: HUB Worker

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> GCSE English and Math minimum 	<ul style="list-style-type: none"> EDCL computer and Microsoft office Telephone/Counselling skills introductory certificate or NVQ health and social care
Experience	<ul style="list-style-type: none"> Working with members of the public Working in an office setting Responding by telephone to callers Working as part of a team Working under pressure to meet deadlines Data base/information input Undertaking administrative tasks 	<ul style="list-style-type: none"> Working in substance misuse, health-related or social care setting Providing initial triage assessments and onward referrals Identifying and responding to the needs of callers/clients/patients Gaining information from patient/clients to ensure that appropriate information is gained for recording purposes Providing face to face support/information
Skills/knowledge	<ul style="list-style-type: none"> Understanding of substance misuse issues and the impact on the individual and the family Knowledge and use of Microsoft office Telephone skills Excellent verbal and written communication skills Ability to remain calm and supportive to callers who may be distressed Ability to work to agreed policies and procedures Ability to manage workloads effectively Ability to process information and respond appropriately Understanding of information governance and data protection Knowledge of safeguarding issues 	<ul style="list-style-type: none"> Knowledge of risk assessment and information sharing Excel knowledge
Attributes	<ul style="list-style-type: none"> To be self motivated 	

	<ul style="list-style-type: none">• To be sensitive to the needs of callers• Positive attitude• To be able to offer a professional response to referring agents and professionals• To be non-judgmental• To be flexible to the needs of the service	
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