

## PERSON SPECIFICATION FOR: HUB Worker

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