



in partnership with



**PERSON SPECIFICATION**

**TITLE OF POST: Personal Navigator (Financial Inclusion)**

(Fixed term until 31.10.2019).

Factors	Competence level required	Essential/ Desirable	Criteria Met
<b>Experience</b>	Experience of working with people with multiple and complex needs and supporting individuals to make positive changes.	E	
	Experience of motivating people into training, education and employment	D	
	Experience of working and negotiating effectively with different levels of statutory and voluntary agencies across North Derbyshire and/or North Nottinghamshire rural and urban areas.	E	
<b>Knowledge</b>	Understanding the following issues: drug and alcohol misuse, mental health, domestic abuse, homelessness and offending and how these impact their financial well-being.	E	

	Knowledge of the benefit system including in work benefits and the operation of the DWP.	E	
	Knowledge of procedures and practices of public sector organisations such as local authorities' housing departments.	E	
	Sound knowledge and understanding of financial capability / money management and of effective approaches to financial capability and different learning styles.	E	
<b>Skills/Abilities</b>	Ability to identify barriers and support needs through using a range of questions and resources.	E	
	Demonstrate the skills to write a clear, concise, sensitive and objective change plan	E	
	Strong commitment to enablement and empowerment of clients to assist them to address poverty and exclusion.	E	
	Ability to work holistically and identify and engage wider partner services as relevant for the participant – to assist them to achieve positive changes and personal goals.	E	
	Accurate and effective IT skills in e-mail, word processing and data entry	E	
	Ability to learn and use new management information systems.	E	
	Ability to be proactive, creative and resourceful in outreach to excluded and vulnerable people and to engage them effectively.	E	
	Excellent verbal and non-verbal communication	E	
	Ability to empower and enable participants in distress demonstrating calm, tact, understanding and empathy including treating participants with respect	E	

<b>Working requirements</b>	Ability to arrange own transport and be prepared to attend home visits, meetings and hearings across Derbyshire.	E	
	Willingness to engage in continual professional development courses.	E	
<b>Disposition and Attitudes</b>	Commitment to and understanding of the Law Centre's aims.	E	
	Self-motivated and able to work under own supervision, manage work priorities and meet deadlines.	E	
	Learn quickly and respond to training and supervision	E	
	Attention to detail.	E	
	Manage time well and flexibility in approach to work.	E	
	Be reliable and conscientious.	E	
	Able to maintain confidentiality and be honest and transparent at all times	E	
	Have an in-depth understanding and strong commitment to anti discriminatory practice in the workplace and in service delivery	E	
	Values diversity, differing cultural perspectives and work effectively with people from all backgrounds.	E	
	<b>Essential out of 26:</b>		
<b>Desirable out of 1:</b>			