



in partnership with



PERSON SPECIFICATION

TITLE OF POST: Personal Navigator (Financial Inclusion)

(Fixed term until 31.1.2020, possible extension to 2022).

Factors	Competence level required	Essential	Desirable
Experience	Experience of working with people with multiple & 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 East Derbyshire and/or North-West Nottinghamshire rural and urban areas.	E	
Knowledge	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	
Skills/Abilities	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 & 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 by identifying and engaging 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	
Working requirements	Able to drive and have access to own transport	E	
	Willingness to engage in continual professional development courses.	E	
Disposition and Attitudes	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 & 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	
	Essential out of 26:		
	Desirable out of 1:		