**Job Title**: **CNS Caseworker**

**Person Specification:**

 **Status How measured**

**A. Knowledge and Experience**

**1.** The successful applicant will be a competent E AF/I/Ex

advice worker who has completed a recognised

programme of advice training, successfully.

**2.** S/he will demonstrate a good knowledge of E AF/I/EX

the main generalist advice subject areas

**3**. S/he will demonstrate an understanding of the E AF/I/Ex

Impact of hate crime on victims.

**4.** S/he will also demonstrate experience in E AF/I/Ex

support to vulnerable people.

**5.** S/he will demonstrate experience of working in D AF/I

or knowledge of the criminal justice system.

**B. Skills**

**6. Self-awareness** E I/Ex

S/he will demonstrate the self-awareness that is

necessary both to develop themselves and facilitate

the development of other team members.

**7. Communication Skills** E AF/I/Ex

S/he will have a good level of literacy and be able

to communicate complex information effectively,

both verbally and in writing.

**8. ICT skills** E AF/I

S/he will be able to use standard Microsoft applications

such as Word, Excel, Internet Explorer and Outlook.

Experience of working with CRM packages will be

advantageous.

**9. Working under Pressure** E AF/I/Ex

S/he will demonstrate the organisational skills to plan and

manage a variable caseload to meet targets

and deadlines and carry out work in a timely fashion.

**10. Teamwork** E AF/I/Ex

S/he will understand the value and importance of team

work and be able to work flexibly in a team which is

managed to achieve the agency’s objectives and mission.

**11. Systems** D AF/I/Ex

S/he will demonstrate an ability to think not just about

advice issues but also creatively about systems of

advice giving. S/he will have an energetic and imaginative

mind and a fresh view of casework method.

**12. External liaison**

S./he will demonstrate the ability to develop and work D AF/I/Ex

in partnership with other agencies to improve the

outcomes for those they support.

**13. Monitoring**

S/he will be able to produce and maintain effective E AF.I

systems for monitoring.

**C**. **Understanding and implementing Aims, Principles & Policies**

**14. Equality and Diversity** E AF/I/Ex

S/he will know what s/he means by equality and

diversity. S/he will share our commitment to

make equality of opportunity a reality both within the

Bureaux and the community we serve.

**15. Research & campaigning** E AF/I/E

(for further information on what we mean by “Research

And campaigning” please see our website: [www.snscab.org.uk](http://www.snscab.org.uk))

S/he will have an understanding of research and campaigning

and its role in advice work. S/he will demonstrate a

commitment to working to end poverty and disadvantage.

**16. Voluntary Work**  D AF/I

S/he will demonstrate an understanding of the value of

voluntary work and the voluntary sector.

**17. CAB Service Aims and Principles** E AF

The successful applicant will demonstrate that they

understand the aims and principles of the CAB

Service.

**Key:**

**E = essential, D = desirable, AF = Application Form, I = interview, Ex = Exercise**