**Person Specification**

**Job Title: Contact Person**

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| **Essential** | **Desirable** |
| **Experience** |  |
| Significant experience of supporting people with a range of complex issues |    |
| Significant experience of providing 1-1 support |  |
| Experience of conducting service user assessments  |  |
| Experience of working with partner organisations at an operational level |  |
| Experience of providing support to people across all ages |  |
| Experience of working with individuals in emotional distress or crisis |  |
|  |  |
| **Knowledge and Understanding** |  |
| In depth knowledge of the range of services available in York |  |
| In depth knowledge of safeguarding vulnerable adults and young people |  |
| Understanding of how to effectively risk assess people who use services and to identify deteriorating well-being  |  |
| Knowledge of mental health services and referral pathways. |  |
| In depth knowledge and understanding of mental ill health through personal or professional experience |  |
| **Skills and Abilities** |  |
| Proven ability to work on your own initiative and manage a busy workload, identifying potential problems and applying the appropriate solutions |  |
| Able to quickly develop and maintain effective and credible relationships with people who use services  |  |
| Ability to maintain clear boundaries with staff and people who use services |  |
| Excellent written and verbal communication skills with the ability to present information to a wide range of audiences |  |
| **Personal Attributes** |  |
| Conscientious approach to service delivery |  |
| Flexible approach to working hours |  |
| Non judgemental approach to people |  |
| An adaptable and positive approach to work |  |
| self-awareness of own competencies, practical needs and personal resilience, and willing to seek help with these where necessary |  |

\* **Experience** – you should be able to draw on four or five different examples you could use to describe your experience

 **Significant experience** – you should be able to comfortably draw on a range of experiences from a number of different situations learnt over a period of time