Person Specifications: Welfare Rights Advisor

Essential
1. Experience and qualifications
   - Qualification in welfare advice and/or 2 years + experience in provision of welfare and benefits advice to vulnerable groups

2. Skills and Abilities
   - Good IT skills
   - Strong oral and written communication skills
   - Good numerical skills
   - Accuracy/Attention to detail
   - Ability to organise conflicting priorities and work on own initiative
   - Understanding of welfare and benefits landscape in the UK
   - Good knowledge of health and social care voluntary and statutory services in the UK
   - Understanding of HIV issues and needs of people living with HIV or interest in developing such understanding

3. Personal Qualities
   - Tact and good people skills
   - Interest in health and social care sectors, including HIV
   - Patience
   - Collaborative and a good team player
   - Problem-solving and ability to research client needs
   - Emotionally resilient

4. Attitudes and Values
   - Commitment to the rights of people living with HIV, to equal opportunities, and ability to work with diverse people
   - Commitment to personal development and training
   - Understanding of confidentiality

Desirable
5. Experience
   - Assessment and case work systems
   - Supporting the development of volunteers
   - Supporting the development of a quality mark
   - Knowledge of Salesforce platform

6. Skills and Abilities
   - Training and/or knowledge of specialist areas e.g. housing, debt management, income maximization for older people, etc.
   - Group facilitation skills
   - Knowledge of language(s) other than English