

Person Specification: Family Support Triage Administrator

Applicants will be expected to demonstrate the following through the recruitment process. In the covering letter, applicants should detail their skills, experience and knowledge for all items marked with *

	Essential/ Desirable
1. Experience of responding to telephone and email enquiries.	Essential*
2. Experience of working with children or adults with severe learning disabilities and behaviour described as challenging.	Desirable*
3. Knowledge and understanding of learning disabilities, challenging behaviour and related issues.	Desirable*
4. Excellent listening and oral communication skills.	Essential
5. Ability to empathise with the needs of families.	Essential*
6. Ability to source information and present complex information and concepts in a way that is simple and easy to understand.	Essential*
7. Excellent written communication skills.	Essential*
8. Initiative and self-motivation.	Essential*
9. Excellent time management and ability to prioritise.	Essential*
10. Ability to work collaboratively.	Essential*
11. Sound IT and word processing skills.	Essential
12. Ability to work flexibly in a small office working environment.	Essential*