**Person Specification**

**Veterans Liaison and Support Officer (VLSO)**

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| **Person Specification** | | |  |
| **Area** | **Essential** | **Desirable** | **How Identified** |
| **Qualifications / Training** | * Driving Licence and full access to a car | * Information Advice and Guidance qualifications * Mental Health First Aid * Safeguarding Vulnerable Adults qualifications | Application / CV / Interview |
| **Experience** | * Proven experience of working with complex individuals to provide support * The ability to form and sustain supporting relationships with clients and carers * Designing and implementing support/development/care plans * Identifying personal and workplace risks * Proven stakeholder management skills * Ability to initiate and manage influential external relationships | * Has served in the UK HM Armed Forces or have experience working with Ex-forces and/or their families and meets the essential criteria * Experience or knowledge of working within the third sector | Application /CV / interview |
| **Skills/ knowledge** | * Competency in Microsoft applications including Word, Teams and Outlook * Accomplished verbal and written communications skills * Attention to detail * Superior organisational skills * Ability to meet deadlines and work under pressure * Ability to empower people to move forward with their support | * Knowledge of the needs of military veterans and the challenges that some experience post service | Application / CV/interview |
| **Special Requirements** | * This position will be subject to a satisfactory DBS check * The ability to travel to locations throughout the region as part of your role * As this is predominantly a homebased role, you will need an appropriate space, free from distraction, to carry out your duties. |  | Interview/background checks |
| **Behavioural Competencies** | Here at ‘ Walking With The Wounded’, we live by a set of core values and expect our staff to follow them whilst conducting their work.  **Communicating –** Ability to communicateclearly both verbally and in writing. Shows effective listening skills to make certain information is understood. Ability to explain complex matters with internal and external stakeholders.  **Client Focused –** Can demonstratetheability to take time to seek and understand the underlying needs of the client to develop an independent view of their needs.  **Influencing –** Displays assertive but calm demeanour approaching delicate matters with sensitivity and respect. Ability to work effectively with people at all levels with good use of interpersonal and influencing skills.  **Self-Development -** Shows a commitment to on-going training and personal development. Can demonstrate provision of effective coaching or mentoring.  **Decision-making –** Displays a non-judgemental approach. Ability to analyse data producing solutions to develop and improve the VLSO service provision within Op Courage.  **Collaboration –** Ability to use initiative and work collaboratively as part of a larger team. Ability to create and maintain productive working relationships, with a flexible approach.  **Forward Thinking –** Demonstrates awareness of situations providing solutions to reduce conflict. Can demonstrate a pro-active approach and ability to identify areas where process can be refined to achieve better results.  **Integrity** – Displays positivity, treats others fairly. Ability to take responsibility for their actions. Ability to see possibilities and identifies opportunities to turn ideas into actions. |  | Application / interview |