**Person Specification**

**Veterans Liaison & Support Officer (VLSO) and Regional Lead - South East Region - Hampshire, Isle of Wight, Sussex, Kent, Surrey, Berkshire, Oxford or Buckinghamshire**

This person Specification if for the roles of VLSO and the regional lead. \* denotes regional lead specific

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| **Person Specification** | | |  |
| **Area** | **Essential** | **Desirable** | **How Identified** |
| **Qualifications / Training** | * Driving License and access to a car to commute as home working | * Information Advice and Guidance qualifications * Safeguarding Vulnerable Adults qualifications | A  A/I  A  A |
| **Experience** | * Proven experience of working with complex individuals to provide support * Designing and implementing support/development/care plans * Identifying personal and workplace risks * Proven stakeholder management skills * Ability to initiate and manage influential external relationships * Managing a small team\* | * Has served in the UK HM Armed Forces and meets the essential criteria or have experience working with Ex-forces and/or their families * Experience or knowledge of working with the third sector | A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I |
| **Skills/ knowledge** | * Competency in Microsoft applications including Word, Excel, and Outlook * Excellent verbal and written communications skills * Attention to detail * Superior organisational skills * Works Well to deadlines and under pressure * Ability to empower people to move forward with their support * Natural Leadership skills\* * Mentor/Management skills\* * Stakeholder management skills\* | * Knowledge of the needs of today’s Ex-forces personnel and the struggles they encompass post service | A  A/I  A  A/I  A/I  A/I  A/I  A/I  A/I  A/I |
| **Special Requirements** | * These positions will be subject to a satisfactory DBS check * The ability to travel to multiple locations across the region |  | I  I |
| **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 demonstrateability to take time and question 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 ongoing 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 XXXX services.  **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. |  | A/I |