**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
 | AA/IAA |
| **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/IA/IA/IA/IA/IA/IA/IA/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
 | AA/IAA/IA/IA/IA/IA/IA/IA/I |
| **Special Requirements** | * These positions will be subject to a satisfactory DBS check
* The ability to travel to multiple locations across the region
 |  | II |
| **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 |