ZARACH PERSON SPECIFICATION

NORTH WEST FAMILY ENGAGEMENT OFFICER

CRITERIA	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications	• Full UK driving license and access to your own car. You will require business insurance if you are successful.	• Recognised qualification of NVQ Level 3 or above in relation to the field such as social care, education or health	Covering letter
Skills	• **Communication and interpersonal skills**: Strong verbal and written communication skills to build rapport with the diverse families we support, and also build relationships with external partners and stakeholders. • **Case management skills**: Ability to manage multiple referrals coming into the service and ensure they are allocated appropriately and all records are kept effectively. Experience in managing a busy caseload and prioritising	• Confident in using CRM tools such as Salesforce.	CV, covering letter and Interview

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	effectively. • **Support and signposting skills:** Experience in recognising the support needs of families, and an ability to signpost effectively and develop individualised support plans where necessary. • **IT Skills**: Confidence and competence in the use of IT packages.		
Experience	• Experience providing support to vulnerable families. This may be in a school, social services setting or other child and family support setting. • Experience maintaining confidentiality and privacy. • Practical experience working within a formal safeguarding or child protection framework, with a solid understanding of risk identification and reporting procedures. • Experience of working with and building	• Experience supporting vulnerable families within a charity sector setting. • Experience supporting and working with volunteers. • Experience of using CRM tools such as Salesforce to manage case loads. • A good knowledge of	CV, covering letter and Interview

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	relationships with a range of partners. • Experience of supporting and working with people from different cultures or backgrounds.	the school system (primary or secondary education)	
Personal attributes	• Open • Respectful • Collaborative • Aspirational • Mission focused • Caring, friendly nature • A commitment to providing an equitable service to the families Zarach supports. • A proactive, problem solver • A willingness to challenge the multiple ways vulnerable families may experience discrimination		Covering letter and Interview
A basic DBS check will be requested as part of the final stages of recruitment. Please email srish@zarach.org if you would like to see our DBS policy.			