

Person Specification

Veterans Support Care Coordinator (SCC) Remote – Scotland



Person Specification			
Area	Essential	Desirable	How Identified
Qualifications / Training	<ul style="list-style-type: none"> ➤ Driving License and access to a car to commute as home working put may be required to travel for meetings at times. 	<ul style="list-style-type: none"> ➤ Information Advice and Guidance qualifications ➤ Safeguarding Vulnerable Adults qualifications 	<p>A</p> <p>A/I</p> <p>A</p> <p>A</p>
Experience	<ul style="list-style-type: none"> ➤ 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 	<ul style="list-style-type: none"> ➤ 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 	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>
Skills/ knowledge	<ul style="list-style-type: none"> ➤ 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 		<p>A</p> <p>A/I</p> <p>A</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>

	<ul style="list-style-type: none"> ➤ Stakeholder management skills 	<ul style="list-style-type: none"> ➤ Knowledge of the needs of today's Ex-forces personnel and the struggles they encompass post service 	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>
Special Requirements	<ul style="list-style-type: none"> ➤ These positions will be subject to a satisfactory DBS check ➤ The ability to travel to multiple locations across the region if required 		<p>I</p> <p>I</p>
Behavioural Competencies	<p>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.</p> <p>Communicating – Ability to communicate clearly 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.</p> <p>Client Focused – Can demonstrate ability to take time and question to seek and understand the underlying needs of the client to develop an independent view of their needs.</p> <p>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.</p> <p>Self-Development - Shows a commitment to ongoing training and personal development. Can demonstrate provision of effective coaching or mentoring.</p> <p>Decision-making – Displays a non-judgemental approach. Ability to analyse data producing solutions to develop XXXX services.</p> <p>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.</p> <p>Forward Thinking – Demonstrates awareness of situations providing solutions to reduce conflict. Can demonstrate a pro-</p>		<p>A/I</p>

	<p>active approach and ability to identify areas where process can be refined to achieve better results.</p> <p>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.</p>		
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