

Renewal Listening Service

Listener Job Specification

Attribute / skills	Key requirements	Essential / Desirable	Measurement
Education/Training	Level 3 Counselling Skills Certificate/ similar qualification	Essential	Certificate
	Have a professional body association or willing to work towards accreditation with appropriate continued professional development to support accreditation	Essential	Application form
	Good record of continued professional development (CPD)	Essential	Application form
	Be willing to contribute to service development and training needs	Essential	Interview
Skills / Abilities	To have established a range of listening skills as required to provide a volunteer listening facility	Essential	Application/interview
	To have a high standard of interpersonal and communication skills that promote effective relationship with clients and supervisor	Essential	Interview
	Good standard of written communication and ability to write sensitive information	Essential	Application
	To be computer literate; all notes uploaded onto a secure software programme by each listener.	Essential	Application/Interview
	To be able to positively and honestly reflect upon practice	Essential	Interview

Attribute / skills	Key requirements	Essential / Desirable	Measurement
Knowledge / Experience	Evidence of working in previous similar role	Desirable	Interview
	Experience of working with adults (or young people) who are distressed	Desirable	Application form/interview
	Experience of working within diverse communities within a multicultural setting	Essential	Application form/interview
	A working knowledge and experience of safeguarding practice	Desirable	Application form/interview
Personal Qualities	To demonstrate dignity, regard and respect for others; both clients and colleagues.	Essential	Application form/interview
	High level of enthusiasm and motivation	Essential	Application form/interview
	Ability to work in a team and foster good working relationships	Essential	Application form/interview