

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. | Essential | Application/Interview |
| | To be able to positively and honestly reflect upon practice | Essential | Interview |

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