

**Essential**

1. Ability to communicate with deaf people, either a BSL user or have Level 6 BSL skills or equivalent
3. Ability to identify deadlines, prioritise demands, set own workload and use own initiative.
4. Good communication, presentational and motivational skills, in person and written form.
7. Understanding of welfare benefits, debt, housing and consumer care.
8. Proven experience of collecting statistics and writing reports
9. Excellent understanding of deafness and local issues
10. Experience of working with clients from a variety of backgrounds
12. Strong IT skills including Microsoft Office applications (especially excel) and using a database (Charitylog).
13. Experience of working independently.

**Desirable**

1. At least 2 years experience of providing Information & Advice.
  - a) This experience must also include a substantial element of in-depth casework on all aspects of welfare benefits advice.
2. Vocational NVQ Level 3 Qualification in IAG
3. Experience in collating monitoring information for reports on grants from statutory and lottery funders, and ideally from charitable trusts and donations.
4. An understanding of and commitment to Equal Opportunities, Health and Safety and Total Communications Policies.

**NOTE: For deafPLUS, “deaf people” includes people with all levels of hearing loss, including those who are profoundly deaf, partially deaf, deaf-blind, hard of hearing and deafened.**