

Person Specification for Mobile Advisory Service (MAS) Hampshire

Essential

1. Ability to communicate with deaf people*; minimum BSL level 3 qualification or native user.
2. Excellent understanding of deafness and local issues.
3. Good communication, presentational and motivational skills, both in person and via written mediums.
4. Experience of providing information and advice to deaf individuals and those who are losing their hearing.
5. Strong knowledge of specialist equipment made for deaf individuals, including the sale of said equipment.
6. Proven experience of collecting statistics and writing reports.
8. Experience of working with clients from a variety of backgrounds.
9. Full clean driving licence – with experience of driving a van or minibus.
10. Strong IT skills including Microsoft Office applications (especially Excel) and database software (Charitylog).

Desirable

1. Experience of working independently.
2. An understanding of welfare benefits, debt, housing and consumer care.
3. An understanding of and commitment to Equal Opportunities, Health and Safety and Total Communications Policies.

**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.*