



ASSIST Sheffield Client Support and Engagement Worker Person Specification

Essential	
1	A commitment to fairness; challenging discrimination and working in line with ASSIST's values and approach
2	Ability to provide (or experience of providing) one-to-one support, advocacy, or advice to people in a vulnerable situation
3	Ability to problem-solve, research information and work independently
4	Ability to effectively juggle priorities, manage time, delegate and ask for help when needed
5	A high level of written and spoken English
6	Good level of IT literacy and the ability to digitally record case notes
7	Demonstrable commitment to being led by the experience of the people you are working for and with ("Client-Led")
8	Ability to build (or experience of building) supportive, empathetic relationships using strong interpersonal and active listening skills
9	Ability to manage (or experience of managing) a caseload or set of tasks with clear record-keeping and time management
10	Ability to maintain (or experience of maintaining) professional boundaries and handling sensitive information confidentially

11	Demonstrable positive solutions-focused attitude and ability to work collaboratively and flexibly in a dynamic working environment
Desirable	
1	Experience of forced migration or navigating the UK asylum system or other migration-related marginalisation
2	Knowledge of one or more community languages, including Kurdish Sorani, Arabic, Farsi, Oromo, and Amharic
3	Lived experience of global majority communities and networks
4	Sector-relevant qualifications (such as OISC level 1 in Asylum and Protection or equivalent training)
5	Experience of trauma-informed practice