

**Person Specification:  
Hybrid Wellbeing Tutor/Welfare Benefit Guider**

<b>Criteria</b>	
1	<p><b>Understanding of living with a long term health condition or disability is preferred but not essential.</b></p> <ul style="list-style-type: none"> <li>• This can be you personally or someone you are currently caring for or have cared for in the past in a personal or professional capacity</li> <li>• The term 'Health condition' can mean a physical or mental health condition</li> <li>• Being able to empathise with members of the public (clients) with long term health conditions/disabilities is essential</li> </ul>
2	<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Demonstrate capability in speaking confidently in a group setting both in person and also digitally (e.g. via zoom)</li> <li>• Ability to deal with sensitive client issues with tact and diplomacy</li> <li>• Ability to work alongside/ support people from different backgrounds (e.g. health, community backgrounds, socio-economic etc)</li> </ul>
3	<p><b>Planning and Organisation Skills</b></p> <ul style="list-style-type: none"> <li>• Ability to manage time effectively to ensure smooth delivery of the sessions</li> <li>• Ability to keep calm and organised</li> <li>• Capability of delivering to deadlines to achieve agreed outcomes</li> <li>• The ability to work methodically in a planned, organised way</li> </ul>
4	<p><b>Accurate Written Communication Skills</b></p> <ul style="list-style-type: none"> <li>• Basic numeracy skills and complete data entry of participant details</li> <li>• Ability to communicate well in writing, including via email</li> </ul>
5	<p><b>Excellent Verbal and Communication Skills</b></p> <ul style="list-style-type: none"> <li>• Strong interpersonal skills with the ability to engage well with clients (e.g. friendly, approachable, patient)</li> <li>• Ability to communicate effectively verbally with a range of people</li> <li>• Ability to show empathy and compassion</li> </ul>
6	<p><b>Experience of Working Effectively with Teams</b></p> <ul style="list-style-type: none"> <li>• Ability to motivate and support clients during sessions</li> <li>• Ability to work in partnership with other paid and volunteer tutors</li> <li>• Ability to contribute to a positive working environment in which equality and diversity are celebrated</li> <li>• Be able to work as a positive member of a team to achieve team outcomes</li> </ul>
7	<p><b>Commitment to Learning and Development of Self and Others</b></p> <ul style="list-style-type: none"> <li>• Demonstrates a commitment to own learning and development</li> <li>• Ability to give and receive constructive feedback</li> <li>• Ability and willingness to keep up to date with and implement changes in the programme being delivered</li> <li>• Willingness to undertake additional training as relevant to the development of the role</li> </ul>
8	<p><b>IT and Technological Skills</b></p> <ul style="list-style-type: none"> <li>• Confident with using IT packages (word, excel, PowerPoint)</li> <li>• Ability to send and respond coherently to emails in a timely manner</li> <li>•</li> </ul>
9	<p><b>Quality</b></p> <ul style="list-style-type: none"> <li>• Ability to deliver and work within structured systems and programmes</li> <li>• Be able to work to key performance indicators to achieve outcomes required by the funder</li> </ul>



10	<b>Flexibility</b> <ul style="list-style-type: none"><li>● Ability to deliver courses in various outreach and community venues across Dudley Borough (and in the future, Wolverhampton)</li><li>● Ability to deliver virtual courses from the office and/or from home</li><li>● Ability to deliver courses outside of normal business opening hours (evenings/weekends on a rotation basis, when required)</li><li>● Attend organisational meetings where requested</li></ul>
<b>Desirable Criteria</b> <ul style="list-style-type: none"><li>● Bilingual skills in a community language</li><li>● Experience of delivering training</li></ul>	