



**Sight Support Hull and East Yorkshire  
Community Advice Officer  
Person Specification**

**SightSupport**  
Hull & East Yorkshire

<b>Criteria</b>	<b>Essential</b>	<b>Desirable</b>
<b>Experience</b>		
Experience of working in information provision		X
Experience of face to face service delivery or customer service	X	
Experience of networking with other organisations		X
Experience of issues faced by people with visual impairment		X
<b>Qualifications/Personal Training</b>		
Good Literacy and numeracy	X	
IAG qualification		X
Counselling qualification		X
Driving Licence and use of a car	X	
<b>Knowledge</b>		
Knowledge and understanding of confidentiality and Data Protection Legislation	X	
Knowledge and understanding of safeguarding vulnerable adults		X
Knowledge of benefits available to people with disabilities		X
<b>Skills</b>		
Ability to communicate confidently and effectively at different levels across the organisation, with external stakeholders and on different forums	X	
Excellent verbal, written and presentation skills	X	
Ability to effectively promote Sight Support to a range of audiences.	X	
Confident and skilled user of IT and databases	X	
<b>Personal Qualities</b>		
Self-motivated and able to manage own time, working with minimal supervision	X	
Able to work in a positive and proactive manner	X	

Able to work on own initiative and make appropriate decisions	X	
Able to maintain confidentiality	X	
Excellent communication skills	X	
An active listener and have empathy for others	X	