

PERSON SPECIFICATION - Engagement Officer

<u>Qualifications/Knowledge/Experience</u>	<u>Essential/ Highly Desirable/Desirable</u>
Lived Experience of substance use through working within this sector or personal lived experience.	E
Experience of gathering insight and presenting back information.	E
Experience of planning, booking and delivering engagement events.	E
Familiarity with the geography of Surrey.	E
Experience of working with carers /knowledge of carers rights.	HD
Experience of engaging with people with differing communication needs.	HD
Experience of presenting in public/to small groups.	HD
Experience of working in Health or Social Care.	HD
Experience of facilitating meetings/events/discussion groups.	HD
Skills and Abilities	
Ability to interact effectively with members of the public, colleagues and other professionals whilst retaining clear boundaries and understanding of the remit.	E
Demonstrate an understanding of substance use providers and protocol for controlled substances.	E
Able to relate to a diverse range of people.	E
Ability to break down stigma and barriers associated with working with the client group by displaying empathy and a non-judgmental attitude.	E
Ability to manage challenging behaviour and demonstrate clear understanding of safeguarding protocol.	E
Ability to build and maintain relationships.	E
Ability to prioritise own workload.	E
Attention to detail.	E
Organised, able to prioritise, with excellent time management skills.	E
Well-developed IT skills.	E
Problem solving/analytical skills.	E
Ability to work independently, as part of a team and through others.	E
Personal Qualities	
Confidence, resilience and robustness	E
Desire to improve services based on feedback from the public	E
Articulate	E
Self-motivated	E
Flexible and quick thinking	E
Proactive & Energetic	E
Values	<u>Essential/ Highly Desirable/Desirable</u>
Adaptable	E
Tenacious	E
Creative	E
Commitment to equality and diversity	E

The role is a mix of office and home-based working. Due to the nature of the role, the ability to travel within Surrey is required.