

PERSON SPECIFICATION – HELPLINE ASSISTANT

	Essential	Advantageous
Experience and education		
A level education or equivalent	√	
Experience of personally providing high quality Helpline support	√	
Experience of working with volunteers	√	
Experience of volunteer management		√
Experience of providing training		√
Experience of working in a small charity environment		√
Skills and Knowledge		
Understanding of mental health problems and service user needs	√	
Knowledge of mental health services	√	
Ability to relate to and be sensitive to the needs of service users	√	
Excellent communication skills, verbal and written	√	
Competent numerical skills	√	
Competent in use of IT	√	
Excellent organisational and time management skills	√	
Ability to work with and report to a line manager	√	
Knowledge of Obsessive Compulsive Disorder		√
Attitude		
A focused and detailed approach	√	
Willingness to work independently and as part of a team	√	
A desire to make a wider contribution to the work of OCD Action	√	