

INDEPENDENT CUSTODY VISITING PERSON SPECIFICATION

ESSENTIAL QUALITIES	
Essential qualities, experience, knowledge, skills that are required for this role	
Quality to be Assessed	
A	Effective communication – communicates ideas and information effectively, both verbally and in writing. Uses language and a style of communication that is appropriate to the situation and people being addressed. Makes sure others understand what is going on.
B	Respect for race and diversity – considers and shows respect for the opinions, circumstances and feelings of colleagues and members of the public, no matter what their race, religion, position, background, circumstances, status or appearance
C	Teamworking – develops strong relationships and works effectively as a team member. Actively helps and supports others to achieve team goals.
D	Planning and organising – plans and carries out activities in an orderly and well structured way. Prioritises tasks, uses time in the best possible way, and works within appropriate policy and procedures.
E	Community and customer focus – sees things from the customer's point of view and encourages others to do the same.
F	Resilience – shows resilience, even in difficult circumstances. Acts in a confident way when challenged and controls emotions and does not get emotionally involved in disputes.
G	Good working knowledge – must be able to retain a good working knowledge of operating procedures and ensure that those standards are maintained.
DESIRABLE	
H	Knowledge of Custody Visiting

