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| **Person Specification** |

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| **Post Details** |
| **Post Title** | Enquiry Referral /Support Services Officer (Mental Health) |
| **Department** | OCO |
| **Division/Section** | Mental Health Services |
| **Location**  | Humphrey House |

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| **Essential** |

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| Previous Admin Experience |
| Advanced word processing duties including letters, minute taking, reports |
| Previous experience of dealing with Members of the Public, both face to face and over the telephone |
| Previous Experience of inputting and access to computerised systems |

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| **Desirable** |

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| Experience of taking and recording detailed information from customers regarding requests for services |
| Experience of dealing with people with challenging behaviour |
| Experience of working in a Social Services setting |

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