

ROLE: Tier 1 Sleep Advisor

CRITERIA	ESSENTIAL	DESIRABLE
Qualifications Required	<ul style="list-style-type: none"> • Completion of a Sleep Scotland Sleep Counselling or Sleep Awareness training course 	<ul style="list-style-type: none"> • None
Skills/ Competencies	<ul style="list-style-type: none"> • Excellent telephone skills • Excellent communication skills • Excellent people skills • Excellent IT Skills including the Microsoft Office suite 	<ul style="list-style-type: none"> • None
Knowledge	<ul style="list-style-type: none"> • Knowledge of the physiology and psychology of sleep • Knowledge of good sleep hygiene 	<ul style="list-style-type: none"> • None
Previous Experience	<ul style="list-style-type: none"> • None 	<ul style="list-style-type: none"> • Experience of supporting individuals/families, preferably via telephone
Special Attributes	<ul style="list-style-type: none"> • Commitment to the mission and aims of the organisation • Commitment to the Values of the organisation • Attention to detail 	<ul style="list-style-type: none"> • Commitment to ethos of the voluntary sector
Personal Qualities	<ul style="list-style-type: none"> • Enthusiastic and outgoing • Strong interpersonal skills/people person • Able to work flexibly • Able to maintain a professional attitude at all times and operate within confidentiality guidelines 	
Requires to be mobile/Driving Licence Required:		<ul style="list-style-type: none"> • No
Disclosure Required:	<ul style="list-style-type: none"> • YES – PVG 	