

**Listening skills**

**Caring**

**Problem solving**

**Make quick, accurate  
decisions**

**Management skills**

**Report writing skills**

**Open and friendly  
manner**

**Excellent communication**

**Tact and understanding**

**Sensitivity and empathy**

**Inspire trust and  
confidence**

**Administration and IT  
skills**

**Non-judgemental**

**Teach and encourage**

**Ability to build  
relationships**

**Remain calm in stressful  
situations**

**Organisational skills**

**Leadership**

**Practical skills**

**Observational skills**

**Counselling those at  
risk**