

**COMMUNITY LIAISON OFFICER (LPOP) - PERSON SPECIFICATION**

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| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| **Education/****Training** | * Educated to GCSE (or equivalent) standard and be able to demonstrate excellent English language skills
* Commitment to undertake/participate in appropriate training
* A general understanding of mental health conditions
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| **Experience** | * Working collaboratively with relevant health & social care staff including third sector
* Supporting older people with mental health needs
* Working in a hospital or community setting
* Managing a caseload
* Working alone and within a team
* Organising and prioritising own workload
* Using a person-centred approach to guide work.
 | * Experience of producing statistical information/ reports/patient stories
* Liaising /communicating with other agencies
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| **Skills** | * Ability to communicate effectively, accurately and concisely both verbally and in writing
* Ability to act on own initiative
* Ability to empathise and communicate sensitively with older people.
* Ability to maintain clear and accurate records/reports
* Ability to develop effective relationships with partners, providers including family and carers
* Ability to drive and have use of a car
* Keyboard skills
* Ability to initiate, plan and assist service users in gaining access to services in the community
 | * Ability to be creative and find new ways to deliver support
* Delivering presentations to both large & small groups
* Ability to communicate verbally and in writing in the Welsh language
* Data entry skills
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| **Knowledge** | * Awareness of social and health care provision
* The range of mental health voluntary sector services available for older people and how to access services for other client groups
* Understanding of the needs of those who may be vulnerable
* Working knowledge of Microsoft Office applications including Office 365
 | * Relevant legislation e.g. SSWB Act, Mental Capacity Act, Human Rights, Safegaurding
* Using data bases
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| **Values and Attitudes** | * Commitment to the aims and values of Age Connects
* Commitment to providing a quality service
* Flexible approach to work
* Willing to use own initiative
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November 2019