

**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 |  |
| **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 |
| **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 |
| **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 |
| **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 |  |

November 2019