FRAILITY (DISCHARGE) LIAISON OFFICER - 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
 | * Relevant training e.g. food hygiene, emergency first aid
* A diploma in health and social care
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| **Experience** | * Working collaboratively with health and social care professionals
* Working with minimum supervision
* Supporting older people in a health or social care environment
* Using a person-centered approach
* Working alone and within a team
* Organising and prioritising own work schedule
 | * Liaising/communicating with other agencies e.g. statutory, voluntary
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| **Skills**  | * Ability to communicate effectively, accurately and concisely both verbally and in writing
* Ability to act on own initiative and seek solutions to issues
* Ability to empathise and communicate sensitively with older people.
* Ability to maintain clear and accurate records/reports
* Ability to work under pressure
* Ability to drive and have use of a car
* Ability to use computer to maintain accurate records
 | * Ability to communicate verbally and in writing in the Welsh language
* Producing case studies/patient stories
* Data entry skills
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| **Values and Attitudes** | * Commitment to the aims and values of Age Connects
* Positive attitude to ageing
* Flexible approach to work
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| **Knowledge** | * Understanding of the needs of older people on discharge from hospital
* Understanding of hospital discharge planning procedures and protocols
* Awareness of social and health care provision for older people
* Working knowledge of Microsoft Office applications including Office 365
 | * Understanding of the Social Services and Well- being (Wales) Act
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May 2018