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 |
| **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 |
| **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 |
| **Values and Attitudes** | * Commitment to the aims and values of Age Connects * Positive attitude to ageing * Flexible approach to work |  |
| **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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