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| http://www.age-concern-cardiff.org.uk/staff/ACC_RGB.jpg  HOME FIRST SUPPORT SERVICE – HOME FIRST OFFICER |

**PERSON SPECIFICATION**

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| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| **Education/Training** | * Educated to GCSE (or equivalent) standard and can demonstrate excellent English language skills * Willingness to participate in further training and development | * Evidence of relevant Continuing Professional Development (CPD) * Minimum Diploma level 2 in Health & Social Care |
| **Experience** | * Experience of supporting older persons within a hospital or community setting * Experience of working alone and within a team * Experience of organising and prioritising own work load * Experience of using a person-centred approach to guide work | * Experience of working collaboratively with relevant health & social care staff in both statutory and third sector * Producing case studies/patient stories |
| **Skills** | * Good listening and communicating skills * Ability to use own initiative * Ability to keep accurate and concise records * Ability to empathise and deal sensitively with people * Ability to work under pressure * Ability to drive and have use of a car * Ability to use a computer to maintain accurate electronic records, send emails | * Ability to communicate verbally and in writing in the Welsh language |
| **Values and Attitudes** | * Flexible approach to work * Commitment to providing a quality service * Commitment to the aims and values of Age Connects and UHB * Commitment to the principles of confidentiality and equality and diversity |  |
| **Knowledge** | * Awareness of local health, social and voluntary service provision for older people * Working knowledge of Microsoft Office applications including Office 365 | * Understanding of the needs of older people on discharge from hospital |

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