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| http://www.age-concern-cardiff.org.uk/staff/ACC_RGB.jpgHOME 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
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| **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
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| **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
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| **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
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| **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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# July 2018