



PERSON SPECIFICATION

NOTE TO APPLICANTS:

Whilst all points on the specification are important, those marked 'E' (essential) are the key requirements. You should pay particular attention to these points and provide evidence of meeting them. Failure to do so may mean that you will not be invited for interview.

JOB TITLE: Response service support worker

GRADE: 5

DIRECTORATE: Families and Wellbeing

SERVICE: Intermediate Care at Home and Reablement/ Carecall

CRITERIA:

Experience

1. Previous experience in care work or relevant voluntary or life experience associated with caring for people (D) **AI**
2. Previous experience within the community or a residential setting (D) **AI**
3. Experience of caring for frail vulnerable older people (D) **AI**
4. Experience of working in a community warden role (D) **AI**

Skills and Abilities

1. Written, verbal and numerical skills will be required to fulfil this role (E) **AI**
2. Experience in using a computer, with accurate keyboard skills (E) **AI**
3. To be able to manage a number of complicated calls at one time – remaining calm and focused at all times (D) **AI**
3. Ability to analyse information, identify outcomes and present conclusions (E) **AI**
4. Demonstrate the ability to work within a team and alone without direct supervision (E) **AI**
5. Demonstrate an understanding of the importance of promoting independence and dignity (E) **AI**

6. Demonstrate an understanding in their ability and knowledge to deliver support which includes personal care, continence management and administration of medication where appropriate to the individual's needs (D) **A I**
7. Demonstrate the ability to work under pressure and to strict guidelines (E) **A I**
8. The ability to work in isolation, to use initiative and deal with emergencies appropriately (E) **A I**
- 9.

Education/Qualifications/Knowledge

1. Commitment to continuous professional development and training, including a compulsory Induction Programme of up to 2 weeks (E) **A I**
2. NVQ/QCF level 2 in care related discipline (D) **A I C**
3. To have undertaken Safer Handling training (D) **A I C**
4. A current First Aid Certificate (D) **A I C**

Other Requirements

1. Able to commit to a flexible rota which includes nights, weekends and bank holidays (E) **I**
2. Flexible approach to work with a willingness to cover for colleagues annual leave, sickness etc. (E) **I**
3. Provide evidence of a flexible approach to work and the ability to respond to varied needs (E) **I**
4. Current Driving License (E) **A**
5. Ability to travel within the Warrington Area (E) **A I**

Commitment to Equal Opportunities

Ability to understand and demonstrate commitment to equality and diversity, equal opportunities and anti-discriminatory practice (E) **I**

Commitment to Service Delivery/Customer Care

1. Pleasant positive attitude to working with persons over 18 and in particular the older person (E) **A I**
2. Enthusiastic, patient and understanding (E) **A I**
3. Professional approach and appearance required (E) **I**

4. Good communication skills with the ability to continually assess individuals requirements and provide relevant feedback to line management (D) I

Methods of Assessment key

A - Application form	C - Certificate	E - Exercise	I - Interview,
P - Presentation	T - Test	AC - Assessment centre	