**Age UK Leeds**

**Person Specification**

**Support Worker – Hospital To Home Service**

**Experience & Qualifications**

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| **Essential:** | **Desirable:** |
| Educated to GCSE level or equivalent in English & Maths (Grade C or above) | Healthcare-related qualification, such as NVQ/Diploma in Health & Social Care |
| Experience of working in the healthcare sector | Experience of using ICT as part of your everyday work |
| Experience in a role that required the assessment of individual client needs and facilitation of those needs being met (any age/sector) | Experience of working within a hospital environment or with people recently discharged from hospital |
| Experience of working with older people **(can be unpaid/voluntary work OR lived experience with a family member)** | Experience of lone working within the community and people's homes. |
| Full clean driving licence |  |

**Skills**

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| **Essential:** | **Desirable:** |
| Good communication skills (both written & verbal) with an appropriate standard of written English | Good telephone manner |
| Effective people skills including establishing & maintaining good working relationships within the organisation and external partners |  |
| Well-developed organisational and problem-solving skills |  |
| Proactive approach to personal development |  |
| Outstanding team player with the ability to work both collaboratively and independently of others using your own initiative |  |
| Excellent attention to detail |  |
| Proficient in keeping detailed and accurate records, whilst maintaining confidentiality |  |
| Skilled at working in an adaptive and flexible way to meet the requirements of the service |  |
| The ability to work with clients using a strength based and person centred approach  |  |

**Knowledge**

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| **Essential:** | **Desirable:** |
| Understanding of confidentiality and data protection | Knowledge of local services available to older people, especially those who are vulnerable or socially isolated. |
| Knowledge of Leeds and its surrounding areas | Understanding of the importance of correct moving and handling.  |
| Understanding of safeguarding policies and procedures | Understanding of handling medication in a social care setting |
| Understanding of the importance of risk assessment and risk management |  |
| Understanding of the issues affecting older people and their families/carers (if applicable) **- can be through unpaid/voluntary work OR lived experience with a family member** |  |

**Personal Qualities/Attitude**

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| **Essential:** |
| Smart professional appearance |
| Willingness to work flexibly in response to the demands of the role |
| Willing to take responsibility for your own learning/development and undertake training |
| Behave with integrity and model respect for other colleagues and clients |
| Always act in a fair and professional manner |
| A positive, can-do attitude |
| Supportive and can show empathy and understanding |