

**AGE UK SOLIHULL**

**PERSON SPECIFICATION**

**JOB TITLE:** Home Support Service Coordinator

<b><u>ESSENTIAL</u></b>	<b><u>DESIRABLE</u></b>
<i>Experience</i>	
<ul style="list-style-type: none"><li>• General administrative experience</li><li>• Awareness of issues affecting older people, of services that may meet their needs and of the difficulties they may encounter in accessing such services</li><li>• General experience of working directly with older people or people with disabilities, either face to face or by phone including those that may be vulnerable and/or distressed</li></ul>	<ul style="list-style-type: none"><li>• Care coordination experience</li><li>• Undertaking service user assessments</li><li>• Using a client database</li></ul>
<i>Skills/Abilities/Knowledge</i>	
<ul style="list-style-type: none"><li>• Excellent IT skills, including the ability to use and input information accurately to a database, use electronic databases, spreadsheets and internet based resources.</li><li>• Well organised, self motivated and able to meet deadlines.</li><li>• Good verbal communication and interpersonal skills to work effectively with a range of people.</li><li>• Able to work effectively as part of a team to solve problems, accomplish goals, taking actions that respect the needs of others.</li><li>• Excellent listening skills and ability to empathise with older people, particularly through telephone contact.</li></ul>	<ul style="list-style-type: none"><li>• Flexible approach to work and the ability to adapt to changes in systems and procedures</li><li>• Awareness of Health and Safety</li><li>• Understanding of Data Protection best practice and requirements</li></ul>
<i>Education and Training</i>	
	<ul style="list-style-type: none"><li>• 4 GCSE's, an IT/admin qualification, or equivalent</li></ul>
<i>Legal Requirements</i>	
<ul style="list-style-type: none"><li>• This post is exempted under the Rehabilitation of Offenders Act 1974</li><li>• This post requires an Enhanced DBS check</li></ul>	
<i>Other Requirements</i>	
<ul style="list-style-type: none"><li>• Car owner/driver</li></ul>	