



**AGE UK SOLIHULL  
PERSON SPECIFICATION**

**JOB TITLE:** Community Advice Hub – Direct Payments Caseworker

ESSENTIAL	DESIRABLE
<i>Experience</i>	
<ul style="list-style-type: none"> <li>• Minimum of 1 years previous experience working in an advice or health and social care related field</li> <li>• General experience of working directly with people, either face to face or by phone.</li> </ul>	<ul style="list-style-type: none"> <li>• Working with vulnerable adults/children</li> <li>• Recruitment experience</li> <li>• Direct Payments experience</li> <li>• Budgeting experience</li> </ul>
<i>Skills/Abilities/Knowledge</i>	
<ul style="list-style-type: none"> <li>• Highly flexible and adaptable approach</li> <li>• Highly organised, self-motivated, able to prioritise conflicting demands and meet deadlines</li> <li>• Flexible and able to work confidently alone and on own initiative as well as being an active team member.</li> <li>• Good verbal communication, listening and interpersonal skills.</li> <li>• Ability to develop and maintain effective and productive working relationships with a wide range of partners and stakeholders</li> <li>• Good IT skills.</li> <li>• Able to input and maintain accurate data records</li> <li>• Able to produce letters and documents to a high standard</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of Personal Budgets and Direct Payments</li> <li>• Knowledge of Employment Law</li> <li>• Good understanding of the importance of diversity and equality, and disability awareness</li> <li>• Local knowledge of geography and services available in Solihull</li> <li>• Some knowledge of the Care Act 2014 relating to the provision of Information and Advice.</li> <li>• Assessment skills</li> <li>• Able to convey complex information in simple terms</li> <li>• Safeguarding knowledge</li> </ul>
<i>Education and Training</i>	
<ul style="list-style-type: none"> <li>• English and Maths GCSE 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>• Disclosure and Barring check will be required prior to appointment.</li> </ul>	
<i>Other Requirements</i>	
<ul style="list-style-type: none"> <li>• Car driver/owner</li> </ul>	<ul style="list-style-type: none"> <li>• A demonstrable understanding and commitment to the work, vision and values of Age UK Solihull and the Community Advice Hubs</li> </ul>