



**AGE UK SOLIHULL
PERSON SPECIFICATION**

JOB TITLE : Older People's Information & Advice Caseworker.

Please note : you should aim to evidence all of the **essential** criteria in your application form and provide examples. It is not expected that applicants will be able to meet all of the **desirable** criteria but please evidence and provide examples as appropriate.

ESSENTIAL	DESIRABLE
Experience	
Minimum of 1 year's previous experience working in an advice or related field. Experience of health and social care casework in relation to older people. General experience of working directly with people, either face to face or by phone. Experience of working with volunteers.	
Skills/Abilities/Knowledge	
Knowledge of health and social care services An ability to be empathetic Time management skills and ability to prioritise and meet deadlines Ability to problem solve Flexible Excellent written and verbal communication and interpersonal skills Excellent organisational and co-ordination skills A demonstrable understanding and commitment to the work, vision and values of Age UK Solihull. Broad knowledge and understanding of the wide range of issues affecting older residents of Solihull, and of services to meet their needs Demonstrable knowledge of welfare benefits and income maximisation. Good understanding of the importance of diversity and equality. Good understanding of Information Governance including confidentiality and data quality. Good understanding of Safeguarding Adults	Local knowledge of the Solihull Borough.

An understanding of the Care Act 2014	
Education and Training	
Safeguarding training Excellent IT skills.	Relevant qualifications or evidence of similar experience Data Protection and Confidentiality training
Legal and Other Requirements	
This post requires a satisfactory DBS Disclosure This post requires a full driving licence and use of a car.	