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| http://www.age-concern-cardiff.org.uk/staff/ACC_RGB.jpgHOME FIRST SUPPORT SERVICE - COORDINATOR |

**PERSON SPECIFICATION**

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| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| **Education/Training** | * Educated to GCSE (or equivalent) standard and can demonstrate excellent English language skills
* Minimum Diploma level 3 in Health & Social Care
* Willingness to participate in further training and development
 | * Evidence of ongoing training
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| **Experience** | * Experience of working in a domiciliary care role for a minimum of 2 years
* Experience of working alone and within a team
* Experience of organising and prioritising own work load and that of others
* Experience of using a person-centred approach to guide work
* Experience of undertaking client assessments, reviews and completing or contributing to service delivery plans
* The ability of supporting and mentoring a small team
 | * Experience of working collaboratively with relevant health & social care staff in both statutory and third sector
* Awareness of services available in the community
* Compiling case studies/patient stories
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| **Skills** | * Ability to communicate effectively, accurately and concisely both verbally and in writing
* Ability to use own initiative
* Ability to keep accurate and concise records
* Ability to empathise and deal sensitively with people
* Ability to work under pressure
* Flexible approach to work
* Ability to drive and have use of a car
* IT skills including data entry
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| **Values and Attitudes** | * Commitment to providing a quality service
* Commitment to the aims and values of Age Connects
* Commitment to the principles of confidentiality and equal opportunities
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| **Knowledge** | * Awareness of local health, social and voluntary service provision for older people
* Working knowledge of Microsoft Office 365 or other software packages
* An understanding of what contributes to the effective support of staff
 | * Understanding of the Domiciliary Care Agencies (Wales) Regulations 2004 and /or the National Minimum Standards
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# July 2017