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| http://www.age-concern-cardiff.org.uk/staff/ACC_RGB.jpg  HOME 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 |
| **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 |
| **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 |  |
| **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 |  |
| **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 |

# July 2017