Age UK South Lakeland – Person Specification – Hospital Aftercare Support Worker

Age UK Lakeland - Person Specification – Hospital Aftercare Support Worker	Essential	Desirable	Assessed by			
			Application Form	Assessment Centre	Presentation	Interview
Experience						
Supporting projects in either health, education, Social Services, community and/or voluntary sector	√		√			√
Working with older people or other vulnerable groups (NB specific experience of Promoting Independence, Health & Wellbeing and Social Inclusion)		√	√			√
Experience of prioritising work	√		√			√
Experience of problem solving	√		√			√
Experience of in-house database/CRM systems (Client Record Management)	√		√			√
Knowledge						
Knowledge and understanding of issues and services which affect the health and wellbeing of older people and the wider community	√		√			√
Awareness of the services available for older people and the ability to assist with form filling and/or signposting to external partners as appropriate	√		√			√
Skills						
Good team working skills	√		√			√
Ability to manage and prioritise case loads and diaries	√		√			√
Good written and verbal skills with individuals and groups	√		√			√
Ability to carry out individual support plans towards independence with service users		√	√			√
Ability to assess need and circumstances in relatively short spaces of time	√		√			√

A common sense/practical approach to navigating to and from home visits in South Lakeland		√	√			√
Other Requirements						
Good IT skills, able to work well with Word, Excel, PowerPoint, Outlook and the in house database / CRM system.	√					√
This is an essential car users post. You must be a holder of valid GB or NI driving licence. You will be required to maintain appropriate insurance cover, including for business use. We will ask to see documents before appointment (we may consider you if you cannot drive because of a disability)	√		√			√
An enhanced disclosure through DBS	√					√

Issue: August 2018   **Responsibility:**   Client Services Supervisor