

## PERSON SPECIFICATION

<b>POST APPLIED FOR:</b>	<b><u>WELFARE OFFICER</u></b>
<b>QUALIFICATIONS/ SKILLS</b>	Level 4 Diploma in Adult Care or qualification of same standard. Be able to demonstrate ability to apply yourself to studying. Be committed to continued professional development. Must preferably be educated to GCSE standard to Grade C/5 or above. Full, clean driving licence essential. Good computer skills including knowledge of Microsoft Office.
<b>EXPERIENCE</b>	Must be experienced in working with older people in unsupervised situations. Must demonstrate proven experience in assessing individual care needs. Should have experience of working as part of a team and working in isolation. Experience of working/liasing with other agencies would be an advantage e.g. Health professionals/Care Agencies etc. Basic knowledge of state benefits is desirable.
<b>COMMUNICATION</b>	Job demands excellent communication skills both written and verbal. Must be able to demonstrate ability to communicate verbally with retirees, colleagues, managers, volunteers and outside agencies. Articulate and observant with a high level of tolerance. Good listening skills. Good report writing skills are essential in order to make grant applications and maintain records.
<b>RELATIONSHIPS</b>	Ability to build good working relationships with colleagues, retirees and outside agencies is essential. Good team worker – willing to assist others and share knowledge.
<b>WORK DISCIPLINE</b>	Must be reliable and punctual. Good organisational skills and ability to plan and prioritise own workload is essential. Always observant with high tolerance levels. Must be self-motivated as most of role is unsupervised. Must be persistent, determined and able to maintain high standards. Should be able to work under pressure. Must be able to analyse a situation and take appropriate action using sound judgement and initiative. Must keep up-to-date with changes in benefits, grants etc. Experience of holding meetings and speaking to groups is desirable.
<b>FLEXIBILITY</b>	Must be flexible in job role, willing to take on other tasks as needed and within own capabilities. Committed to continuous development of self and others. Ability to adapt to different environments and types of visits is essential. Should be positive about new systems i.e. new technology, changes to welfare programme.
<b>INTERPERSONAL</b>	Have empathy and be of a caring nature showing personal warmth but able to cope with emotional situations showing respect for confidentiality at all times and adopting a non-judgemental approach. Job holder should demonstrate confidence, enthusiasm, innovation, determination, persistence, motivation, an ability to stay with a problem, an ability to cope with setbacks or failures, and yet strong-minded enough to challenge decisions.
<b>PHYSICAL</b>	Good general standard of health demonstrating dexterity. Good image, well presented in order to be a good ambassador for the organisation.