**Person Specification:**

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| ***Type of knowledge/skill*** | ***How is this acquired e.g. through life experience/formal education/work experience?*** | ***How long does it take to acquire this knowledge/skill?*** |
| Able to prioritise workloads, meet deadlines, work on own initiative and without direct supervision | Essential  | Up to 1 yr |
| Good communication and the ability to communicate effectively with a variety of clients, colleagues, partner agencies, providers and visitors. Ability to take accurate minutes of high level meetings  | EssentialDesirable | Up to 1 yr |
| Confidence in use of telephone – ability to give advice and information to internal and external contacts | Essential | Up to 1 yr |
| Confidence in identifying risk which may need to be escalated to colleagues/manager  | Desirable | Up to 1 yr |
| Awareness and understanding of confidentiality issues applied to the workplace. Awareness of equalities and diversity issues  | Essential | Up to 1 yr |
| Experience of working with Microsoft Office and other databases.  | Essential | Up to 1 yr |
| Compassion, negotiation and assertiveness skills  | Desirable | Up to 1 yr |
| Experience of DoLS processes and procedures | Desirable | Up to 1 yr |
| Experience of using MOSAIC – case recording system. | Desirable | Up to 1 yr |

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