**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 | Essential  Desirable | 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 | |