

PERSON SPECIFICATION- Contact Officer

ATTRIBUTES & CRITERIA	ESSENTIAL/ DESIRABLE	METHOD OF ASSESSMENT
<p>EXPERIENCE</p> <ul style="list-style-type: none"> • Recent work experience in social care or similar field, involving direct contact with members of the public and hospital environment • Experience in working as part of a team liaising with health and social care professionals 	<p>Essential</p> <p>Essential</p>	<p>Application Form</p> <p>References</p> <p>Interview</p>
<p>QUALIFICATIONS & TRAINING</p> <ul style="list-style-type: none"> • GCSE (or equivalent.) English 	<p>Essential</p>	<p>Application Form</p> <p>Certificates</p>
<p>APTITUDES & ABILITIES</p> <ul style="list-style-type: none"> • Good communication and negotiation skills • Ability to keep efficient written records of work done • Ability to organise and prioritise work and meet deadlines • Computer literacy in Microsoft Outlook and Word • Ability to relate to wide range of people • Ability to work co-operatively as part of a team • Ability to manage tasks effectively on own initiative 	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>	<p>Application Form</p> <p>References</p> <p>Interview</p>
<p>KNOWLEDGE</p> <ul style="list-style-type: none"> • Awareness of social, legal, and political context within which social care services are delivered 	<p>Essential</p>	<p>Application Form</p> <p>Interview</p>
<p>ATTITUDE & MOTIVATION</p> <ul style="list-style-type: none"> • Flexible and adaptable approach to working arrangements • Willing to undertake training • Interest in developing own skills and contributing to development of those of other staff 	<p>Essential</p> <p>Essential</p> <p>Essential</p>	<p>Application Form</p> <p>References</p> <p>Interview</p>
<p>OTHER FACTORS</p> <ul style="list-style-type: none"> • Enhanced Disclosure & Barring check 	<p>Essential</p>	<p>Application Form</p> <p>Interview</p> <p>Satisfactory DBS check</p>

