**PERSON SPECIFICATION- Contact Officer**

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| **ATTRIBUTES & CRITERIA** | **ESSENTIAL/DESIRABLE** | **METHOD OF ASSESSMENT** |
| **EXPERIENCE*** 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
 | EssentialEssential | Application FormReferencesInterview |
| **QUALIFICATIONS & TRAINING** * GCSE (or equivalent.) English
 | Essential | Application FormCertificates |
| **APTITUDES & ABILITIES*** 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
 | EssentialEssentialEssentialEssentialEssentialEssentialEssential | Application FormReferencesInterview |
| **KNOWLEDGE*** Awareness of social, legal, and political context within which social care services are delivered
 | Essential | Application FormInterview |
| **ATTITUDE & MOTIVATION*** 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
 | EssentialEssentialEssential | Application FormReferencesInterview |
| **OTHER FACTORS*** Enhanced Disclosure & Barring check
 | Essential  | Application FormInterviewSatisfactory DBS check |