**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 | Essential  Essential | Application Form  References  Interview |
| **QUALIFICATIONS & TRAINING**   * GCSE (or equivalent.) English | Essential | Application Form Certificates |
| **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 | Essential  Essential  Essential  Essential  Essential  Essential  Essential | Application Form  References  Interview |
| **KNOWLEDGE**   * Awareness of social, legal, and political context within which social care services are delivered | Essential | Application Form  Interview |
| **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 | Essential  Essential  Essential | Application Form  References  Interview |
| **OTHER FACTORS**   * Enhanced Disclosure & Barring check | Essential | Application Form  Interview  Satisfactory DBS check |