

PERSON SPECIFICATION

Post Title: Carelink Response Officer (Shifts)	Director/Service/Sector: Customer Services	Ref:
Essential	Desirable	Assess by
Knowledge and Qualifications		
<p>GCSE in English (grade 4 or above) or equivalent.</p> <p>Driving licence / access to a vehicle.</p> <p>Enhanced Disclosure and Barring Clearance.</p>	<p>NVQ 3 or equivalent in health or social care.</p> <p>GCSE in Maths (grade 4 or above) or equivalent.</p> <p>Level 1 Safeguarding (Adults).</p> <p>CCTV qualification and SIA CCTV licence.</p> <p>First Aid qualification.</p>	App/Int
Experience		
<p>Experience of working with the elderly and vulnerable adults in a health and social care environment.</p> <p>Experience of maintaining high levels of confidentiality at all times.</p> <p>Experience of working in a practical environment.</p> <p>Experience of accurate record keeping and recording of information.</p>	<p>Experience of completing care plans to meeting individual needs.</p> <p>Experience of working with people with disabilities and mental health problems.</p>	App/Int
Skills and competencies		
<p>Excellent communications skills and able to build effective working relationships with the elderly and vulnerable adults.</p> <p>Able to work in collaboration with internal/external services to meet the health care needs of the users of the care link service.</p> <p>Able to work on a rota basis covering seven days per week on a shift system (6am – 2pm, 2pm – 10pm, 10pm – 6am and days of 9am – 5pm).</p> <p>Flexible approach to working hours to cover peak demands in the service.</p>		App/Int

To have a positive attitude at work and create a positive atmosphere.		
Physical, mental and emotional demands		
The ability to work independently and on a mobile basis. Lone working.		App/Int