

The need to access social care services can be a stressful and difficult time for people.  
We will show empathy, sensitivity, compassion and understanding at all times.

| Kind             | Behaviour we expect                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Behaviour we will not accept                                                                                                                                                                                                                                                                                                                                                                                             |
|------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                  | <ul style="list-style-type: none"> <li>✓ <b>Treat</b> everyone in a friendly, courteous manner, smile &amp; make eye contact</li> <li>✓ <b>Help</b> anyone who appears lost</li> <li>✓ <b>Listen</b> to the wishes and preferences of service users</li> <li>✓ <b>Treat</b> service users &amp; colleagues with dignity &amp; respect</li> <li>✓ <b>Understand</b> people come from varied backgrounds; challenge bias, prejudice &amp; intolerance</li> </ul>                                                                                                                                                                         | <ul style="list-style-type: none"> <li>✗ <b>Abuse</b> of any kind of service users</li> <li>✗ <b>Forgetting</b> we are here to provide a service to people</li> <li>✗ <b>Criticising</b> colleagues/disagreeing with them in front of service users, visitors and other staff</li> <li>✗ <b>Appearing</b> unapproachable or moody</li> <li>✗ <b>Imposing</b> personal beliefs and opinions on service users</li> </ul>   |
| <b>Safe</b>      | <ul style="list-style-type: none"> <li>✓ <b>Follow</b> THE FED's procedures for health &amp; safety and infection control</li> <li>✓ <b>Maintain</b> privacy and ensure confidential information is kept safe and secure</li> <li>✓ <b>Learn</b> from mistakes &amp; ask for support where necessary</li> <li>✓ <b>Respond</b> promptly to enquiries &amp; requests for help</li> <li>✓ <b>Ensure</b> appearance is professional &amp; name badge is visible</li> <li>✓ <b>Keep</b> work area clean, tidy &amp; pick up litter when you see it</li> <li>✓ <b>Ensure</b> the safety &amp; wellbeing of the people we support</li> </ul> | <ul style="list-style-type: none"> <li>✗ <b>Blaming</b> others/other departments for mistakes</li> <li>✗ <b>Wearing</b> inappropriate dress/or having an unprofessional Appearance</li> <li>✗ <b>Being</b> unsupportive of change/of new ideas for improvement</li> <li>✗ <b>Moaning</b> and demoralising others without making an attempt to change things</li> <li>✗ <b>Bullying</b> or abuse of colleagues</li> </ul> |
| <b>Excellent</b> | <ul style="list-style-type: none"> <li>✓ <b>Provide</b> consistently high quality care &amp; service</li> <li>✓ <b>Look</b> for better ways of working to achieve improvements</li> <li>✓ <b>Respect</b> service users/customers time; apologise &amp; explain if we keep people waiting</li> <li>✓ <b>Question</b> poor practice process &amp; behaviour</li> <li>✓ <b>Access</b> opportunities for learning &amp; development</li> <li>✓ <b>Uphold</b> the values and be proud to be part of THE FED</li> </ul>                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                          |

# THE LOOKING AFTER EACH OTHER FED

## PERSON SPECIFICATION

**Post Title:** Carers Advice Worker

**Department:** Community Services

\* Key: AF = Application Form      C = Certificate      I = Interview

| <u>Factors</u>            | <u>Essential Criteria</u>                                                                                  | <u>* How Evidenced</u> | <u>Desirable Criteria</u>                                                                   | <u>* How Evidenced</u> |
|---------------------------|------------------------------------------------------------------------------------------------------------|------------------------|---------------------------------------------------------------------------------------------|------------------------|
| <b>Qualifications</b>     | Full UK driving licence & access to a vehicle                                                              | AF/I                   | Social care related qualification                                                           | AF                     |
|                           | Good standard general education                                                                            | AF/I                   |                                                                                             |                        |
| <b>Experience</b>         | Experience of working with adults and older people in a social care setting                                | AF/I                   | To have worked in a role which involved providing advice or advocacy particularly to carers | AF/I                   |
|                           | Experience of assessing people's needs in a social care setting                                            | AF/I                   | Experience of working with carers in small group or running of support groups               | AF/I                   |
| <b>Personal Qualities</b> | A passion for helping and an ability to relate well to other people                                        | I                      |                                                                                             |                        |
|                           | Self motivated and enthusiastic, ability to work on your own initiative                                    | I                      |                                                                                             |                        |
|                           | A willingness to learn, enthusiasm and a commitment to the needs of carers                                 | I                      |                                                                                             |                        |
|                           | A willingness to work flexibly and a commitment to team work                                               | I                      |                                                                                             |                        |
| <b>Knowledge</b>          | Knowledge of procedures, entitlements and community and NHS resources available to carers                  | AF/I                   | Good understanding of the voluntary sector and resources                                    | AF/I                   |
|                           | Able to demonstrate a good understanding of the Safeguarding of Vulnerable Adults, policies and procedures | AF/I                   |                                                                                             |                        |
|                           | Knowledge of issues and legislation affecting carers                                                       | AF/I                   |                                                                                             |                        |

| <b><u>Factors</u></b>          | <b><u>Essential Criteria</u></b>                                                                                                 | <b><u>* How Evidenced</u></b> | <b><u>Desirable Criteria</u></b> | <b><u>* How Evidenced</u></b> |
|--------------------------------|----------------------------------------------------------------------------------------------------------------------------------|-------------------------------|----------------------------------|-------------------------------|
| <b>Skills</b>                  | Excellent verbal and written communication skills                                                                                | AF/I                          |                                  |                               |
|                                | Advocacy and advice giving skills                                                                                                | I                             |                                  |                               |
|                                | Good IT skills, confident in the use of databases and IT driven assessment systems                                               | AF/I                          |                                  |                               |
|                                | Strong and empathic listening skills                                                                                             | I                             |                                  |                               |
|                                | Strong assessment and planning skills                                                                                            | AF/I                          |                                  |                               |
|                                | Able to recognise and prioritise workload effectively, strong time management skills                                             | I                             |                                  |                               |
|                                | Ability to reflect upon and develop one's own practice and use supervision appropriately                                         | I                             |                                  |                               |
| <b>Additional Requirements</b> | Knowledge of Basic Health & Safety requirements                                                                                  | AF & I                        |                                  |                               |
|                                | Committed to providing excellent standard of service                                                                             | AF & I                        |                                  |                               |
|                                | A sensitivity to the cultural and religious needs of Jewish people                                                               | AF & I                        |                                  |                               |
|                                | The ability to understand and behave at all times, towards residents, visitors and colleagues according to the Company's values. | AF & I                        |                                  |                               |