**Age UK Leeds**

**Person Specification**

**Support Worker (Help at Home)**

**Experience**

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| **Essential:** | **Desirable:** |
| Experience of working in a role which provides domestic and/or social support | Experience of initiating tailored activities to prevent social isolation and improve client wellbeing. |
| Experience of following support plans and risk assessments in line with policies and procedures  | Understanding of physical and mental health conditions and support that can be offered to reduce the impact on everyday life. |
| Understanding of how using the internet and computer systems can enhance the lives of older people. | Working experience with ICT including Word, Excel, Internet and databases |
| Experience of completing documentation to record tasks completed | Experience of working in partnership with other Health Care Professionals to support the client. |
| Experience of handling client’s money. | Experience of supporting the client to manage their own finances and remain independent in this task.  |
| Experience of supporting older people, on a volunteer, work or family basis. | Experience of providing support in a community setting on a 121 basis. |

**Skills**

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| **Essential:** | **Desirable:** |
| Willingness to use own appropriate vehicle to provide social support to clients |  |
| Full driving license and access to a vehicle for business use. |  |
| A positive and respectful attitude to older people and an understanding of their common needs and problems. |  |
| Ability to work effectively on own initiative and as part of a team |  |
| Able to work in an adaptive way, accepting change |  |
| Able to keep detailed and accurate confidential records |  |
| Ability to develop and maintain positive working relationships and to manage potential conflict  |  |
| Good personal communication skills verbally, in writing and by telephone with the ability to relate to a wide range of people |  |
| Well organised with strong time management skills and the ability follow allocated workplans.  |  |
|  | Competent IT skills e.g. ability to use Microsoft Office, internet, email and databases. |

**Knowledge**

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| **Essential:** |
| Knowledge of local services available to older people, including older carers, in Leeds, and especially for those who are vulnerable or socially isolated.  |
| Good understanding of the needs of older people,  |
| Understanding of data protection & confidentiality issues. |

**Values**

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| **Essential:** |
| Putting older people first |
| Listening and valuing what other people say |
| Always acting in a fair and professional manner |
| Showing empathy and being supportive |
| Considering the impact of our actions on other people |
| Behaving with integrity and respecting other colleagues and clients |
| Encouraging people to develop and make positive life choices |
| To be inclusive and accessible to all older people in Leeds |

**Attitudes**

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| **Essential:** |
| Personal commitment to equal opportunities and diversity |
| Willingness to work flexibly and supportively in response to the demands of the role.  |
| Willing to take responsibility for own learning and development and undertake training |