**Age UK Leeds**

**Person Specification**

**Support Worker Hospital to Home new service (H2H)**

**Experience**

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| **Essential:** | **Desirable:** |
| At least 6 months experience of working in a similar role. | Experience of working within a hospital environment or with people recently discharged from hospital |
| Ability to assess the practical, social and emotional needs of older people. |  |
| Experience of assessing individuals care needs and providing support, including outreach support to older people, their families/carers.  |  |
| Experience of lone working within the community and people's homes.  |  |
| Be able to deliver assigned support and carry out tasks within client's homes.  |  |
| Confident to support and engage positively with clients on a one to one basis. |  |
| Full driving license and access to a vehicle for business use. |  |
| Ability to follow and adhere to care planning. |  |
| Experience of completing client paperwork and support plans. |  |

**Skills**

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| **Essential:** | **Desirable:** |
| Ability to risk manage in crisis situations.  |  |
|  Ability to prepare meals, snacks, drinks, and carry out daily living tasks.  |  |
| Able to work weekends and out of hours. |  |
| A positive 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 to prioritise to manage your workload.  |  |
| 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. |
| Handling medication. |
| Understanding of safeguarding. |
| Understanding importance of correct moving and handling.  |
| 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 in response to the demands of the role for which time off in lieu is available |
| Willing to take responsibility for own learning and development and undertake training |