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**AGE UK ENFIELD**

**PERSON SPECIFICATION CRITERIA**

**Health & Wellbeing Navigator**

## Personnel/Candidate Specification for:

These are the qualities we believe to be necessary to do this job. You should clearly show in your application how your skills/experience/potential meet some or all of them, **as the short listing decision will be based on our assessment of you against these criteria.**

The final assessment processes will also seek to assess these characteristics.

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| **COMEPTENCY AREAS** | PERSON SPECIFICATIONS | Essential | Desirable |
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| Education/  Qualifications | NVQ Level 3 in Health and Social Care or similar qualification in a health related field Or Practical application/work with Older People in relation to falls, hospital teams and help and guidance to a high level | .  X  X  X    X  X  X  X  X  X  X | X  X  X  X  X  X  X  X  X  X  X  X  x |
| Work Experience | * Experience supporting older people, particularly those living with a long term condition, frailty or caring responsibilities and/or facing loneliness and social isolation * A minimum of 2 years’ experience of delivering care services to the community / at hospitals Experience of working with older people in relation to falls * Use of assessment tools for older people. * Experience of liaising with other professionals on behalf of individuals * To be sensitive to the needs of individuals and communities that are perceived as hard to reach |
| Communication  Skills:-  Written & Verbal | * Ability to maintain active caseload and keep accurate records using CRM system * Ability to research, signpost and refer individuals to find a suitable resolve to their enquiry * Experience of developing trusting relationships with older people who have been referred to the service, which may include visiting a person at home (when safe to do so) on multiple occasions, to enable the older person to express their needs and wishes freely * Experience in involving users in decision making and person centred care * Ability to undertake telephone assessments, risk assessments and draw up individualised care plans. Home visits when safe to do so.\* * Communicate effectively and have good interpersonal skills in a range of potentially unpredictable environments and with a range of stakeholders e.g. Individuals, families, GPs and other stakeholders * Ability to facilitate training and presentations * Experience of completing detailed monitoring, review and evaluation * Computer Literate – knowledge of Microsoft packages, word processing, zoom etc. |
| Administrative  Organisational  Skills: | * Organising group activities/group work. * Ability to plan and prioritise workload. * Ability to use own initiative * Ability to work independently and as part of a team |
| Other: | * Able to travel to visit older people within the London   Borough of Enfield and work at services and other sites   * Holder of valid GB or NI driving licence with appropriate insurance cover, including for business use. * Understanding and commitment to equal opportunities policies in employment and service delivery * Commitment to the promotion of health and safety at work * Understanding community development * Willing to increase knowledge through continuing professional development |