

Home Support Service Manager (Person Specification)

Age UK Herefordshire & Worcestershire are an independent, local charity and brand partner of Age UK, working in the two counties and striving to make Herefordshire and Worcestershire a great place to grow older.

Are you **passionate** about **helping to improve the quality of life for older people** and would like to help us to **promote choice, opportunity and independence** in your new role?

Location: Malvern Gate, Worcester, (May require travel across Herefordshire and Worcestershire.)

Responsible to: Head of Services

Salary: £25,772

Hours: 37

Plus, additional benefits of 5.6 weeks holiday (pro rata), pension and optional healthcare scheme.

The following criteria will be assessed from information provided on your completed application form, during the shortlisting and assessment process, and by your referees.

Skills & Experience	Essential	Desirable
Significant management experience	X	
Strong leadership skills with the ability to manage, motivate and develop staff.	X	
Experience of working with older people	X	
Exceptional organisational skills.	X	
Strong interpersonal and communication skills with the ability to relate to, and liaise with, people from a wide range of backgrounds and cultures.	X	
Experience of service development, delivery and evaluation.	X	
Experience of developing, delivering and reporting against commissioned and regulated services		X
Experience of working in or with health, social care services.		X

Proven experience of setting, meeting and exceeding performance, quality and financial targets.	x	
Proven experience of performance management and reporting.	x	
Strong customer focus with the ability to understand and respond to issues concerning older people, particularly in relation to providing support to enable individuals to maintain independence and dignity within their own homes and communities.	x	
Ability to manage change	x	
Professional and approachable manner with a “can do” attitude and solutions focused.	x	
Excellent customer service skills with a strong person-centred focus	x	
Ability to maintain strict confidentiality	x	
Ability to perform under pressure	x	
Organised with the ability to prioritise workload and respond well to challenges.	x	
Ability to work under own initiative and also as a positive team member	x	
Experience of developing productive working relationships with a range of stakeholders and at all levels.	x	
Keen attention to detail	x	
Excellent time management skills	x	
Proficient in Microsoft Office and ICT – including Excel, Access, Word, Outlook and internet technology.	x	

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job. Please demonstrate how you meet all of the essential criteria provided on the Person Specification and, where appropriate, the desirable criteria, when completing your application form.

When short-listing applicants for interview, the panel will consider the requirements on the person specification.

You are, therefore, advised to ensure that your application form responds to these requirements. All criteria will be assessed initially through your application form where appropriate.

Please note due to the volume of applications we may not be able to respond personally to all applicants.

How to apply: Visit our [website](#) to download an application form and send to jobs@ageukhw.org.uk Alternatively you can phone 0800 008 6077 or email jobs@ageukhw.org.uk for more information

Closing date: Midnight of 30th September 2020

Interview date: TBC