

**AGE UK HERTFORDSHIRE
PERSON SPECIFICATION**

POST TITLE:	Befriending Scheme Team Leader	
The requirements stated below relate solely to the duties and responsibilities laid out in the Job Description. Applicants should provide evidence of their ability to meet the following criteria. NB: In your personal statement, you should cover all criteria in turn, as each will be assessed and marked during short-listing.		
	CRITERIA	METHOD OF ASSESSMENT
	KNOWLEDGE, SKILLS & ABILITIES	
1	Knowledge of the voluntary and statutory sector. (Essential)	A&I
2	Empathy with older people (Essential)	A&I
3	Good understanding of the issues faced by older people (Essential)	A&I
4	Good listening and communication skills (Essential)	A&I
5	Confidentiality (Essential)	A&I
6	Ability to manage and motivate volunteers (Essential)	A&I
7	Computer literate including competent in use of databases, word, and email (Essential)	A&I
8	Ability to think creatively (Essential)	A&I
9	Good organisational skills and ability to meet deadlines (Essential)	A&I
10	Knowledge of Health and Social Care services for older people (Desirable)	A&I
	EXPERIENCE	
11	Delivering services to the community. (Essential)	A&I
12	Team working. (Essential)	A&I
13	Administration and record keeping (Essential)	A&I
14	Recruitment and supervision of volunteers and/or staff. (Essential)	A&I
15	Delivering Befriending or volunteer-led services to the community. (Desirable)	
16	Experience of volunteering (Desirable)	A&I
	QUALIFICATIONS, TRAINING & EDUCATION	
17	A good level of education with evidence of continual self-development (Essential)	A
	ATTITUDE & PERSONAL CIRCUMSTANCES	
18	Confident and self-motivating with an optimistic attitude (Essential)	I
19	A commitment to equal opportunities. (Essential)	A&I
20	A commitment to quality and standards (Essential)	A&I
21	Willing and active participation in special events (Essential)	A&I
22	Full driving license. Daily access to transport and willingness to travel around the area. (Essential)	A
23	Ability to work flexibly and work the occasional evenings and weekends. (Desirable)	A

METHODS OF ASSESSMENT: KEY TO ABBREVIATIONS	
A	Application Form (these are also shortlist criteria)

I	Interview
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