

AGE UK HERTFORDSHIRE PERSON SPECIFICATION

POST TITLE:		Digital Wellbeing & Befriending Support Coordinator
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 <i>all</i> 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 that may affect older people, including isolation, loss of confidence, reduced mobility and barriers to accessing services.(Essential)	A&I
4	Good listening and communication skills (Essential)	A&I
5	Understanding of safeguarding, confidentiality and professional boundaries.(Essential)	A&I
6	Confidence using basic digital technology, including tablets, email, internet access and video calling platforms such as Zoom (Essential)	A&I
7	Computer literate including competent in use of databases, word, and email (Essential)	A&I
8	Ability to work independently (Essential)	A&I
9	Good organisational skills, with the ability to manage referrals, appointments, records and follow-up actions (Essential)	A&I
	EXPERIENCE	
10	Experience of working with older people (Desirable)	A&I
11	Experience of supporting people with digital inclusion (Desirable)	A&I
12	Administration and record keeping (Essential)	A&I
13	Experience of working with volunteers, clients, or community based support services (Essential)	A&I
14	Experience of using database or case management system (Essential)	A&I
	QUALIFICATIONS, TRAINING & EDUCATION	
15	A good level of education with evidence of continual self-development (Essential)	A
	ATTITUDE & PERSONAL CIRCUMSTANCES	
16	Confident and self-motivating with an optimistic attitude (Essential)	I
17	A commitment to equal opportunities. (Essential)	A&I
18	A commitment to supporting older people to stay connected, independent and included. (Essential)	A&I
19	Willing and active participation in special events (Essential)	A&I
20	Full driving license. Daily access to transport and willingness to travel around the area. (Essential)	A

21	Ability to work flexibly and work the occasional evenings and weekends. (Desirable)	A
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METHODS OF ASSESSMENT: KEY TO ABBREVIATIONS	
A	Application Form (these are also shortlist criteria)
I	Interview