



Age UK Hertfordshire Person Specification

POST TITLE:		Help in the Home Coordinator
	CRITERIA	METHOD OF ASSESSMENT
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 covering letter, you should cover <i>all</i> criteria in turn, as each will be assessed and marked during short-listing.		
	KNOWLEDGE	
1	A good awareness of confidentiality and data protection	A & I
2	Knowledge of the voluntary and statutory sector	A & I
	SKILLS & ABILITIES	
3	High standard of organisational skills	A
4	A thorough understanding of the emotional and practical needs of clients	A
5	Practical technical knowledge of office systems including databases, scheduling systems and Email	A&I
6	Ability to manage numerous and complex mobile phone communications via text	A&I
7	High level of competence in the use of computers especially Microsoft Word, Databases and Excel	A&I
8	Ability to support the recruitment and management of staff.	A & I
9	A thorough understanding and ability to Appraise and Supervise staff	A & I
10	Good listening and communication skills, including an excellent telephone manner	A & I
11	Ability to prioritise and manage workload effectively	A & I
12	Experience in developing a service	A & I
13	Ability to support the marketing and promotion of the service to clients and Home Helpers	A & I
	EXPERIENCE	
12	Working in an office environment that uses Office applications software and scheduling systems	A
13	Experience of working effectively within a team	A & I
14	Admin/office procedures	A
15	Managing a team	A & I
	QUALIFICATIONS, TRAINING & EDUCATION	
16	Good general education including a qualification in English	A
17	Good awareness of Health and Safety	A & I
18	A good understanding of Risk Assessments	A & I
	ATTITUDE & PERSONAL CIRCUMSTANCES	
19	Self motivated with the ability to motivate others	A & I



20	A commitment to the aims, objectives and quality standards of Age UK Hertfordshire and the Help in the Home service	A
21	A committed team player with the ability to build and develop a team effectively	A & I
22	A commitment to equal opportunities	A
23	An understanding of the importance of community working	A
24	Full driving licence	A & I
25	Use of a car; a good understanding of geography of area covered and a willingness to travel around the County	A & I
26	Flexible attitude to working hours	A & I

METHODS OF ASSESSMENT: KEY TO ABBREVIATIONS

A	Application Form (these are also shortlist criteria)
I	Interview