

**Age UK Hertfordshire
Person Specification**

POST TITLE:		Help in the Home Supervisor
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 on the application form, you should cover <i>all</i> criteria in turn, as each will be assessed and marked during short-listing.		
	CRITERIA	METHOD OF ASSESSMENT
	KNOWLEDGE	
1	Awareness of Health and Safety issues within the home. (Essential)	A & I
3	Awareness of other services available to older people. (Desirable)	I
	SKILLS & ABILITIES	
4	Excellent interpersonal and communication skills, both verbal and written. (Essential)	A & I
5	Competent in accurately carrying out paperwork. (Essential)	A & I
6	Able to show discretion and maintain confidentiality, communicating concerns where necessary (Essential)	A & I
7	Ability to work independently and within a team and communicate effectively with colleagues and clients. (Essential)	A & I
8	Good record keeping skills including time sheets and cash recording. (Essential)	A & I
9	Able to organise own workload effectively and use own initiative. (Essential)	A & I
	EXPERIENCE	
10	Experience in dealing with clients in person and over the phone. (Desirable)	A
11	Experience in processing paperwork, using a computer to record data and using data base systems. (Essential)	A & I
12	Experience of working with older people in their own home. (Essential)	A & I
	QUALIFICATIONS, TRAINING & EDUCATION	
13	A level of basic education in English and Math; (Desirable)	A
14	Knowledge of basic food and home hygiene. (Essential)	A & I
15	Training in First Aid and Manual Handling (Desirable)	A
16	A Willingness to undergo further training pertaining to the role	A

	(Essential)	
	ATTITUDE & PERSONAL CIRCUMSTANCES	
17	A practical, caring and patient disposition. (Essential)	I
18	Sensitivity towards, and understanding of, the needs of older people and the contribution they make to our society. (Essential)	A & I
19	Common sense and a flexible approach to work (Essential)	I
20	A willingness to be trained in and carry out Pre Service Visits for new clients. (Essential)	A & I
21	Have access to and a willingness to use own car to carry out some duties requiring travel. (Essential)	
22	A willingness to cover for other Help in the Home staff during periods of absence. (Essential)	I
23	A Help in the Home Supervisor must remain on the register of casual Home Helpers and continue to undertake assignments in their casual worker capacity. (Essential)	A & I

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