Age UK Hertfordshire – Person Specification

POST TITLE:	InTouch Telephone Emotional Listening Support Worker

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 *all* criteria in turn, as each will be assessed and marked during short-listing.**

	CRITERIA	METHOD OF ASSESSMENT
	KNOWLEDGE	
1	Good understanding of the issues faced by older people (Essential)	**A & I**
2	Knowledge of the voluntary and statutory sector (Desirable)	**A & I**
	SKILLS & ABILITIES	
3	High standard of client care (Essential)	**A & I**
4	Excellent active listening and communication skills (Essential)	**A & I**
5	Ability to empathise with the enquirer (Essential)	**A & I**
6	Ability to react calmly and appropriately under challenging circumstances	
7	Computer literate (Essential)	**A & I**
8	Good organisational skills (Essential)	**A & I**
9	Ability to exercise strict confidentiality (Essential)	**A & I**
10	Presentation skills (Desirable)	**A & I**
	EXPERIENCE	
11	Working in the public sector or a charitable organisation providing support services to the public (Desirable)	**A & I**
12	Using computer database systems and Office applications software (Essential)	**A, & I**
13	Administration and record keeping (Essential)	**A & I**
14	Supervision and training of volunteers (Desirable)	**A & I**
	QUALIFICATIONS, TRAINING & EDUCATION	
15	A good level of general education including a qualification in English and Maths (Essential)	**A**
16	A qualification in counselling or active listening skills (Desirable)	**A**
	ATTITUDE & PERSONAL CIRCUMSTANCES	
17	A commitment to equal opportunities (Essential)	**A & I**
18	A commitment to quality and standards (Essential)	**A & I**

19	Team Player (Essential)	**A & I**
20	Ability to use own initiative (Essential)	**A & I**
21	Full driving licence and use of a car (Desirable)	**A & I**
22	Ability to work occasional evenings and weekends. (Essential)	**A & I**
23	Willingness to work with a flexible attitude (Essential)	**A & I**

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