**Age UK Leeds**

**Person Specification**

**Travel with Confidence Coordinator**

Age UK Leeds aim to provide high quality services adhering to principles of best practice, promoting equal opportunities and working positively with diversity. All posts have two main functions: to carry out the duties as outlined and be proactive in continuously improving service delivery.

We expect all employees to carry out their duties in a professional manner with a client focus, ensuring that respect and courtesy is shown to them, colleagues, other service providers and all those in contact with the organisation.

**Knowledge & Skills**

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| **Essential:** | **Desirable:** |
| Knowledge of a range of services and community groups which support older people  | Experience of working in partnership with Health Professionals such as those in Neighbourhood Teams and GP practices  |
| Knowledge of a range of interventions which support behavioural change  |  |
| Understanding of the importance of risk assessment and risk management | Full and clean UK Driving Licence with Business Use |
| Ability to take a person-centred approach to build and develop relationships with a wide range of services and activities in order to address social and health care needs  | Have access and willingness to use a car, together with being in possession of a full current driving licence and business insurance  |
| Excellent interpersonal skills including listening and displaying empathy |  |
| Ability to take a creative, flexible and imaginative approach to working with older people  |  |
| Ability to support and motivate older people to make sustained changes in their lives |  |
| Understanding of the issues, needs of and barriers older people face to accessing services and how to overcome them |  |
| Excellent verbal communication skills with the ability to communicate effectively at all levels |  |
| Good technical literacy of Microsoft Applications including Wird, Outlook and Excel |  |
| Ability to reflect on and share practice with peers |  |
| Knowledge of Safeguarding and Domestic Violence |  |

**Experience**

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| **Essential:** | **Desirable** |
| Experience of supporting and supervising staff or volunteers | Experience of using assessment tools  |
| Experience of working with older people in the community particulary with, but not limited to people with disabilities. | Experience of working with Client Management Systems (client databases) |
| Demonstrable experience of effective planning and organisational skills to deliver targets to deadlines | Experience of leading on project work |
| Collating and analysing data for monitoring and reporting purposes  | Multi-agency working and signposting to appropriate support |
| Building trusting working relationships whilst motivating older people to make sustained changes, working in a sensitive manner |  |
| Experience of establishing and maintaining effective partnerships and working relationships with other organisations and health professionals  |  |
| Managing a caseload of clients |  |
| Assessing the practical, social and emotional needs of older people and assisting them to access appropriate support |  |
| Experience of case recording and what makes a good case record.  |  |

**Approach**

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| **Essential:** |
| Demonstrate a commitment and enthusiasm for working with our client group |
| Demonstrate understanding and commitment to equal opportunities and diversity |
| Demonstrate commitment to combatting disadvantage and inequality in health provision |
| Demonstrate a commitment to enabling and empowering older people to become actively involved in the organisation |
| Able to build and maintain relationships whilst maintaining appropriate professional boundaries |
| Demonstrate a willingness to participate in shaping the future of the organisation by taking on responsibilities and projects in addition to core workload |
| Willingness to work flexibly in response to the demands of the role |