

**PERSON SPECIFICATION
INFORMATION & ADVICE CASEWORKER
AGE UK PLYMOUTH**

Requirements	Essential	Desirable	How Demonstrated
Education and Training	☐ Good level of general education ☐ GCSE Grade C or above in English & Mathematics	☐ Information, Advice and Guidance qualification or other related course.	☐ Application form
Competencies	☐ Experience of working in an Information and Advice service ☐ Experience of undertaking benefits checks, whether manually or using a benefits calculator ☐ Competent and accurate in data base entry ☐ Experience of handling confidential information in accordance with GDPR		☐ Application form ☐ Interview
Knowledge and Understanding	☐ Working knowledge of Welfare Benefits ☐ A good understanding of the needs of older people	☐ Experience of working for a Charity	☐ Application form ☐ Interview
Skills/Abilities	☐ Excellent IT skills using word processing, databases & spreadsheets ☐ The ability to work unsupervised ☐ Good verbal communication skills both face to face and via the telephone ☐ Ability to interact well and sensitively with people who may have a level of memory impairment. ☐ Ability to interact with the general public ☐ An ability to prioritise and organise workload	☐	☐ Application form ☐ Interview
Attitude and Approach	☐ Honest & trustworthy ☐ Able to work as a member of a team ☐ Accurate and conscientious approach to work ☐ Self motivated with an ability to use own initiative ☐ Flexible approach to change ☐ Flexible approach to the working day ☐ Welcoming personality	☐ Understanding and willingness to work to the ethos and values of the organisation.	☐ Application form ☐ interview
Other Relevant Factors	☐ DBS disclosure required if successfully appointed ☐ A desire to work with and for older people		☐ Application form ☐ Interview