

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

Requirements	Essential	Desirable	How Demonstrated
Education and Training	<ul style="list-style-type: none"> <input type="checkbox"/> Good level of general education <input type="checkbox"/> GCSE Grade C or above in English & Mathematics 	<ul style="list-style-type: none"> <input type="checkbox"/> Information, Advice and Guidance qualification or other related course. 	<ul style="list-style-type: none"> ▪ Application form
Competencies	<ul style="list-style-type: none"> <input type="checkbox"/> Experience of working in an Information and Advice service <input type="checkbox"/> Experience of undertaking welfare benefits assessments/checks and supporting clients to access financial entitlements. <input type="checkbox"/> Competent and accurate in data base entry <input type="checkbox"/> Experience of handling confidential information in accordance with GDPR <input type="checkbox"/> Experience of working directly with members of the public in a community, outreach, advice or support environment. <input type="checkbox"/> Ability to provide guidance, support and direction to volunteers when working within community settings. 	<ul style="list-style-type: none"> <input type="checkbox"/> Experience of delivering outreach services within community settings. <input type="checkbox"/> Experience of working with socially isolated or disadvantaged individuals. 	<ul style="list-style-type: none"> ▪ Application form ▪ Interview
Knowledge and Understanding	<ul style="list-style-type: none"> <input type="checkbox"/> Working knowledge of Welfare Benefits <ul style="list-style-type: none"> ▪ Understanding of the needs of older people and the barriers faced by disadvantaged and socially isolated people in accessing services. 	<ul style="list-style-type: none"> <input type="checkbox"/> Experience of working for a Charity 	<ul style="list-style-type: none"> ▪ Application form ▪ Interview
Skills/Abilities	<ul style="list-style-type: none"> <input type="checkbox"/> Excellent IT skills using word processing, databases & spreadsheets <input type="checkbox"/> The ability to work unsupervised <input type="checkbox"/> Good verbal communication skills both face to face and via the telephone <input type="checkbox"/> Ability to interact well and sensitively with people who may have a level of memory impairment. <input type="checkbox"/> Ability to build and maintain positive working relationships with individuals, community organisations and partner agencies. <input type="checkbox"/> An ability to prioritise and organise workload 		<ul style="list-style-type: none"> ▪ Application form ▪ Interview

<p>Attitude and Approach</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Honest & trustworthy <input type="checkbox"/> Able to work as a member of a team <input type="checkbox"/> Accurate and conscientious approach to work <input type="checkbox"/> Self-motivated with an ability to use own initiative <input type="checkbox"/> Flexible approach to change <input type="checkbox"/> Flexible approach to the working day <input type="checkbox"/> Welcoming personality 	<ul style="list-style-type: none"> <input type="checkbox"/> Understanding and willingness to work to the ethos and values of the organisation. 	<ul style="list-style-type: none"> ▪ Application form ▪ interview
<p>Other Relevant Factors</p>	<ul style="list-style-type: none"> <input type="checkbox"/> DBS disclosure required if successfully appointed <input type="checkbox"/> A desire to work with and for older people <input type="checkbox"/> Ability and willingness to undertake lone working within community settings. <input type="checkbox"/> Ability to travel independently throughout Plymouth to deliver outreach services. 		<ul style="list-style-type: none"> ▪ Application form ▪ Interview