

**BROKER SERVICE - COMMUNITY LIAISON OFFICER
PERSON SPECIFICATION**

CRITERIA	ESSENTIAL	DESIRABLE
Education/ Training	<ul style="list-style-type: none"> • Educated to GCSE (or equivalent) standard and be able to demonstrate excellent English language skills • Commitment to undertake/participate in appropriate training • A general understanding of health and social care conditions 	
Experience	<ul style="list-style-type: none"> • Working collaboratively with relevant health & social care staff in both statutory and third sector • Working with a minimum of supervision • Working in a hospital or community setting • Managing a caseload • Working alone and within a team • Organising and prioritising own workload • Using a person-centred approach to guide work. 	<ul style="list-style-type: none"> • Experience of producing statistical information/ reports/patient stories • Liaising /communicating with other agencies
Skills	<ul style="list-style-type: none"> • Ability to communicate effectively, accurately and concisely both verbally and in writing • Ability to act on own initiative • Ability to empathise and communicate sensitively with older people. • Ability to maintain clear and accurate records/reports • Ability to develop effective relationships with partners, providers including family and carers 	<ul style="list-style-type: none"> • Ability to be creative and find new ways to deliver support • Delivering presentations to both large & small groups • Ability to communicate verbally and in writing in the Welsh language • Data entry skills

	<ul style="list-style-type: none"> • Ability to drive and have use of a car • Key board skills • Ability to initiate, plan and assist service users in gaining access to services in the community 	
Knowledge	<ul style="list-style-type: none"> • Awareness of social and health care provision • The range of voluntary sector services available for older people and how to access services for other client groups • Understanding of the needs of those who may be vulnerable • Working knowledge of Microsoft Office applications including Office 365 	<ul style="list-style-type: none"> • Relevant legislation e.g. SSWB Act, Mental Capacity Act, Human Rights, Safeguarding • Using data bases
Values and Attitudes	<ul style="list-style-type: none"> • Commitment to the aims and values of Age Connects • Commitment to providing a quality service • Flexible approach to work • Willing to use own initiative 	

February 2020