

DISCHARGE 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 	
Experience	<ul style="list-style-type: none"> • Working collaboratively with health and social care professionals • Working with minimum supervision • Supporting older people in a health or social care environment • Using a person-centered approach • Working alone and within a team • Organising and prioritising own work schedule 	<ul style="list-style-type: none"> • Liaising/communicating with other agencies e.g. statutory, voluntary
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 and seek solutions to issues • Ability to empathise and communicate sensitively with older people. • Ability to maintain clear and accurate records/reports • Ability to work under pressure • Ability to drive and have use of a car • Keyboard skills 	<ul style="list-style-type: none"> • Ability to communicate verbally and in writing in the Welsh language • Producing case studies/patient stories • Data entry skills

Values and Attitudes	<ul style="list-style-type: none"> • Commitment to the aims and values of Age Connects • Positive attitude to ageing • Flexible approach to work 	
Knowledge	<ul style="list-style-type: none"> • Understanding of the needs of older people on discharge from hospital • Understanding of hospital discharge planning procedures and protocols • Working knowledge of Microsoft Office applications including Office 365 	<ul style="list-style-type: none"> • Understanding of the Social Services and Well-being (Wales) Act • Awareness of social and health care provision for older people

September 2019