

PERSON SPECIFICATION – CARE & REPAIR CASEWORKER

CRITERIA	ESSENTIAL / DESIRABLE
Education; Training and Experience	
A minimum of 1-year experience of delivering a Casework or similar client orientated service, working in and/or with voluntary and statutory bodies in Housing, Care or Health related fields managing a complex workload to meet deadlines	E
Educated to GCSE standard to include English and Mathematics at C grade or above or equivalent through experience	E
Level 4 NVQ Diploma in Advice and Guidance	D
Experience of working with older/vulnerable and/or disabled people	D
Experience of delivering face to face advice and support	D
Experience of home visiting service delivery	D
Experience of developing and cultivating strong cross sector partnerships and positive working relationships	D
Full Driving Licence and access to a vehicle for work purposes	E
An ability to speak / understand the welsh language	D

Knowledge	
An understanding of the impact of housing, on the health, social care, and well-being of older people, together with a knowledge of the range of services that provide housing support	E
Understanding of the role of Care & Repair Agencies	D
An awareness and working knowledge of Equality and Diversity	D
Knowledge of Health & Safety issues	D
Knowledge of appropriate welfare/benefits advice	D
IT literate with knowledge of Word, Excel, and Outlook with the ability to collect quality data in a systematic way to produce effective written reports and information	E

Skills	
Professional and highly motivated with a 'Can Do' attitude	D
Excellent spoken/written communication skills and the ability to present clearly to a diverse audience	E
Patient with good listening skills	D
An awareness and empathy of the needs of the client and proactive approach to meeting those needs with dignity and respect, whilst remaining objective and non-judgemental	D
The ability to identify, make decisions and offer solutions to problems and sensitive issues	E
Ability to treat information sensitively and with confidentiality where appropriate	E
Represent the Agency at external meetings and events and deliver presentations where appropriate	D
Ability to work flexibly as part of a team or to your own initiative with minimum supervision with a commitment to providing excellent customer care and service	E
Willingness to learn and undertake training where required	E