

Person Specification

JOB TITLE: Information and Advice Officer **POST NO:**

GRADE: TBC **DEPARTMENT:** Children's Services

HOURS: 37 hours

DIVISION: Children's Social Care **DIRECTOR:** Wendi Ogle Welbourn

DATE: Feb 2017 **COMPLETED BY:** Nicola Curley

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
KNOWLEDGE	<ul style="list-style-type: none"> ● Knowledge and understanding of good customer care. ● Knowledge and understanding of current social care legislation and guidance relating to the work of the team. 	
SKILLS & ABILITIES	<ul style="list-style-type: none"> ● Ability to communicate effectively both in writing and verbally, with service users and colleagues. ● Ability to work as part of a team. ● Ability to use a range of IT systems and input onto case records as needed ● Ability to manipulate basic data and Excel, producing reports as needed ● Ability to identify issues that require complex social work intervention and refer on to senior team members. ● Ability to identify potential Safeguarding concerns. ● Ability to manage potentially sensitive situations with service users around the collection of personal information and maintain high levels of confidentiality. ● Ability to work at pace when required, maintaining high levels of accuracy in written work 	

EXPERIENCE	<ul style="list-style-type: none"> • Experience of working within a Health and/ or Social care background. • Experience of working with the public, face to face and by telephone 	
QUALIFICATIONS	<ul style="list-style-type: none"> • Educated to A level standard or the equivalent • GCSEs in English and Maths 	Qualifications in health or social care International IT or equivalent
PERSONAL CIRCUMSTANCES	<ul style="list-style-type: none"> • Demonstrates resilience in dealing with difficult and sensitive information • Demonstrates capacity to cope with high pressure situations 	
EQUALITY	<ul style="list-style-type: none"> • Candidates must demonstrate understanding of and acceptance and commitment to the principles of human rights and equality and how they underpin practice. 	
CUSTOMER CARE	<ul style="list-style-type: none"> • Knowledge and understanding of effective customer care. 	