

## Person Specification

<b>JOB TITLE:</b>	Caseworker	<b>POST NO:</b>	
<b>GRADE:</b>	8	<b>DEPARTMENT:</b>	Adult Services and Communities
<b>HOURS</b>	37	<b>DIRECTOR:</b>	Adrian Chapman
<b>DIVISION:</b>	Adult Social Care	<b>COMPLETED BY:</b>	Russ Carr
<b>DATE:</b>	7.2.2017		

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>Understanding of core skills of Occupational Therapy</li> <li>Knowledge of simple adaptations and equipment for use by disabled people</li> <li>Knowledge and understanding of medical conditions that affect function. <b>[AI]</b></li> <li>Knowledge of the needs of vulnerable, elderly and disabled people <b>[AI]</b></li> <li>Knowledge of welfare benefits entitlements</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of safe practice in Moving and Handling</li> <li>Knowledge of relevant housing legislation and grant system <b>[AI]</b></li> </ul>
<b>SKILLS &amp; ABILITIES</b>	<ul style="list-style-type: none"> <li>Good oral, written and typed communication</li> <li>Have fluent English speaking skills</li> <li>Ability to present information in a concise manner and keep accurate and up to date case records</li> <li>Ability to complete complex forms accurately <b>[AI]</b></li> <li>Ability to communicate with other professionals service users and their family/carer and manage a number of conflicting deadlines</li> <li>Able to liaise effectively with other statutory and voluntary organisations</li> <li>Ability to organise, prioritise and coordinate own caseload efficiently</li> </ul>	

	<ul style="list-style-type: none"> <li>● Ability to demonstrate initiative</li> <li>● Positive approach to team working</li> <li>● To be flexible and adaptable to meet service needs</li> <li>● Develop effective partnership working with colleagues, peers and other stakeholders</li> <li>● Excellent IT Skills for data input <b>[AI]</b></li> <li>● To deal empathetically with the client groups, e.g. elderly or disabled persons <b>[AI]</b></li> <li>● Ability to work independently with a minimum of supervision <b>[AI]</b></li> <li>● Ability to work to targets and deadlines</li> <li>● Ability to work with stressful situations/clients</li> <li>● Ability to physically assist clients in their interventions in most environmental circumstances in clients homes <b>[AI]</b></li> </ul>	
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>● Previous experience of a housing, social care or health setting.</li> <li>● Experience of electronic and other forms of communications for sharing of information</li> <li>● Awareness of the importance of safe practice <b>[AI]</b></li> <li>● Experience in dealing with members of the public face to face, on the telephone or in their own homes <b>[AI]</b></li> <li>● Experience in dealing with vulnerable people <b>[AI]</b></li> <li>● Experience dealing with personal financial information. <b>[AI]</b></li> </ul>	
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>● GCSE or equivalent to include Maths and English Grade C or above</li> <li>● NVQ 3 Care, Diagnostic and Therapeutic or equivalent, or the willingness to work towards achieving</li> <li>● A driving licence and the ability to travel in and</li> </ul>	

	around the Peterborough area to visit service users <b>[AI]</b>	
<b>EQUALITY</b>	<ul style="list-style-type: none"> <li>• Candidates must demonstrate understanding of, acceptance and commitment to the principles underlying equal opportunities <b>[AI]</b></li> </ul>	
<b>CUSTOMER CARE</b>	<ul style="list-style-type: none"> <li>• Knowledge and understanding of effective customer care <b>[AI]</b></li> </ul>	

*[ At the end of each criteria the following codes are used to indicate how the criteria will be assessed:  
(AI) Application / Interview, (P) Presentation, (W) Written Test.]*