

PERSON SPECIFICATION

The need to access social care services can be a stressful and difficult time for people. We will show empathy, sensitivity, compassion and understanding at all times.		
Kind	Behaviour we expect	Behaviour we will not accept
	✓ Treat everyone in a friendly, courteous manner, smile & make eye contact	✗ Abuse of any kind of service users
	✓ Help anyone who appears lost	
	✓ Listen to the wishes and preferences of service users	
	✓ Treat service users & colleagues with dignity & respect	
	✓ Understand people come from varied backgrounds; challenge bias, prejudice & intolerance	
Safe	✓ Follow THE FED's procedures for health & safety and infection control	✗ Forgetting we are here to provide a service to people
	✓ Maintain privacy and ensure confidential information is kept safe and secure	✗ Criticising colleagues/disagreeing with them in front of service users, visitors and other staff
	✓ Learn from mistakes & ask for support where necessary	✗ Appearing unapproachable or moody
	✓ Respond promptly to enquiries & requests for help	✗ Imposing personal beliefs and opinions on service users
	✓ Ensure appearance is professional & name badge is visible	✗ Blaming others/other departments for mistakes
	✓ Keep work area clean, tidy & pick up litter when you see it	✗ Wearing inappropriate dress/or having an unprofessional Appearance
	✓ Ensure the safety & wellbeing of the people we support	✗ Being unsupportive of change/of new ideas for improvement
Excellent	✓ Provide consistently high quality care & service	✗ Moaning and demoralising others without making an attempt to change things
	✓ Look for better ways of working to achieve improvements	✗ Bullying or abuse of colleagues
	✓ Respect service users/customers time; apologise & explain if we keep people waiting	
	✓ Question poor practice process & behaviour	
	✓ Access opportunities for learning & development	
	✓ Uphold the values and be proud to be part of THE FED	
Excellence, Ownership and Sustainability		THE FED

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Post Title: Adult Team Social Worker

Department: Community Services

* Key: AF = Application Form C = Certificate I = Interview

<u>Factors</u>	<u>Essential Criteria</u>	<u>* How Evidenced</u>	<u>Desirable Criteria</u>	<u>* How Evidenced</u>
Qualifications	Recognised Social work qualification	AF/C		
	Registration with HCPC	AF/C		
	Full UK driving licence	AF/C		
Experience	Experience of working with adults and older people in statutory or voluntary setting	AF	Practical experience of managing safeguarding, Best interest, DOLs and CHC funding issues	I
	Experience of multi disciplinary work	AF	Experience of IT based assessment systems	AF
	Experience of assessment and Care management	I		
Personal Qualities	A commitment to supporting people in ways consistent with their rights, choices and responsibilities	I		
	A commitment to the values of dignity, respect and independence	I		
	A passion for helping other people	I		
	Willingness to work flexibly and a commitment to team work.	AF		

	An understanding and commitment to equal opportunities and anti-discriminatory practice.	AF & I		
Knowledge	Excellent understanding of Fair access to care criteria and relevant social care legislation.	I		
	Good understanding of social care issues	I		

<u>Factors</u>	<u>Essential Criteria</u>	<u>* How Evidenced</u>	<u>Desirable Criteria</u>	<u>* How Evidenced</u>
Skills	Ability to network effectively both internally and externally	I	Excellent IT skills	AF
	Ability to liaise and manage relationships with other key professionals	AF		
	Excellent organisational skills	AF		
	Good verbal and written communication skills	AF& I		
	Ability to use initiative, be resourceful and prioritise workload	AF		
	Excellent Interpersonal skills	I		
	Ability to accurately assess the needs of service users	AF		
	Ability to draw up and review care plans and manage and maintain a caseload	AF		

Additional Requirements	Knowledge of Basic Health & Safety requirements	AF & I		
	Committed to providing excellent standard of service	AF & I		
	A sensitivity to the cultural and religious needs of Jewish people	AF & I		
	The ability to understand and behave at all times, towards residents, visitors and colleagues according to the Company's values.	AF & I		