

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
	<ul style="list-style-type: none"> ✓ Treat everyone in a friendly, courteous manner, smile & make eye contact ✓ 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	<ul style="list-style-type: none"> ✓ Follow THE FED's procedures for health & safety and infection control ✓ Maintain privacy and ensure confidential information is kept safe and secure ✓ Learn from mistakes & ask for support where necessary ✓ Respond promptly to enquiries & requests for help ✓ Ensure appearance is professional & name badge is visible ✓ Keep work area clean, tidy & pick up litter when you see it ✓ Ensure the safety & wellbeing of the people we support 	<ul style="list-style-type: none"> ✗ Abuse of any kind of service users ✗ Forgetting we are here to provide a service to people ✗ Criticising colleagues/disagreeing with them in front of service users, visitors and other staff ✗ Appearing unapproachable or moody ✗ Imposing personal beliefs and opinions on service users ✗ Blaming others/other departments for mistakes ✗ Wearing inappropriate dress/or having an unprofessional Appearance ✗ Being unsupportive of change/of new ideas for improvement ✗ Moaning and demoralising others without making an attempt to change things ✗ Bullying or abuse of colleagues
Excellent	<ul style="list-style-type: none"> ✓ Provide consistently high quality care & service ✓ Look for better ways of working to achieve improvements ✓ 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 	



PERSON SPECIFICATION

Post Title: xxx

Department: xxx

* 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	None required			
Experience	Experience of admin work	AF		
	Experience of using Microsoft word packages	AF		
Personal Qualities	A passion for helping and an ability to relate well to other people	AF/I		
	Able to demonstrate empathy for the needs of residents and service users	I		
	Self motivated and enthusiastic	I		
	Willingness to work flexibly and a commitment to teamwork	I		
	An understanding and commitment to equal opportunities and anti-discriminatory			
Knowledge	Understand the importance of confidentiality and demonstrate a knowledge of how it can be maintained			

<u>Factors</u>	<u>Essential Criteria</u>	<u>* How Evidenced</u>	<u>Desirable Criteria</u>	<u>* How Evidenced</u>
Skills	Excellent verbal and written communication skills	AF/I	Basic level of numeracy	AF
	Good attention to detail	AF	Basic level computer skills	AF
	Able to recognise and prioritise work effectively, especially in an emergency situation	AF	Experience of answering phones professionally	AF/I
	Self motivated and enthusiastic	AF/I	Front of house meet and greet	AF/I
Additional Requirements	Knowledge of Basic Health & Safety requirements	AF & I		
	Committed to providing excellent standard of service	AF & I		
	Smart and Professional image	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		