

PERSON SPECIFICATION

Moving into a residential or nursing home can be a stressful and anxious time for residents, carers and relatives. We will show empathy, sensitivity, compassion and understanding at all times.

Kind	Behaviour we expect	Behaviour we will not accept
Safe	✓ Treat everyone in a friendly, courteous manner, smile & make eye contact	
	✓ Help anyone who appears lost	
	✓ Listen to the wishes and preferences of patients	✗ Forgetting we are here to provide a service to residents
	✓ Treat patients & colleagues with dignity & respect	✗ Criticising colleagues/disagreeing with them in front of residents, visitors and other staff
	✓ Understand people come from varied backgrounds; challenge bias, prejudice & intolerance	✗ Appearing unapproachable or moody
	✓ Follow FJS's procedures for hand hygiene	✗ Imposing personal beliefs and opinions on residents
	✓ Maintain privacy and ensure confidential information is kept safe and secure	✗ Blaming others/other departments for mistakes
	✓ Learn from mistakes & ask for support where necessary	✗ Wearing inappropriate dress/or having an unprofessional appearance
	✓ Respond promptly to call bells, telephones & other requests for help	✗ Being unsupportive of change/of new ideas for improvement
	✓ Ensure appearance is professional & name badge is visible	✗ Moaning and demoralising others without making an attempt to change things
Excellent	✓ Keep work area clean, tidy & pick up litter when you see it	
	✓ Use plain language & speak in English when carrying out duties	
	✓ Provide consistently high quality care & service	
	✓ Look for better ways of working to achieve improvements	
	✓ Respect residents' 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 FJS	

PERSON SPECIFICATION**Post Title: Activities Coordinator****Department: Wellbeing**

Factors	Essential Criteria	How Evidenced *	Desirable Criteria	How Evidenced *
Qualifications	Literate & Numerate	AF/I	NAPA Certificate / QCF Level 2 Health & Social Care Diploma	Certificate
Experience	Person centred approach	I	Experience in activities for people with dementia	AF/I
		I	Experience of working in providing activities	AF/I
Knowledge	Demonstrate empathy for the needs of residents	I		
	Understand the importance of confidentiality and demonstrate a knowledge of how it can be maintained	I		
	Relate well to others	I		
Skills	Excellent communication skills	I	Basic computer skills	AF/I/Certificate
	To be able to work effectively as part of a team	I		
	Attention to detail	I		
	Able to recognise and prioritise workload effectively, especially in an emergency situation	I		
	Able to recognise the situation when a more senior member of staff is required	I		

Additional Requirements	Health & Safety requirements	AF		
	Committed to providing residents' care	I		
	The ability to understand and behave at all times, towards residents, visitors and colleagues according to the Company's values of kind, safe and excellent . This behaviour is outlined on the final page of this person specification.	I		
* Key: AF = Application Form		I = Interview		T = Test