**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 | |  |  |
| ✓ | **Help** anyone who appears lost | |  |  |
| ✓ | **Listen** to the wishes and preferences of service users | | 🗶 | **Forgetting** we are here to provide a service to people |
| ✓  ✓ | **Treat** service users & colleagues with dignity & respect  **Understand** people come from varied backgrounds; challenge bias, prejudice & intolerance | | 🗶 | **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 |
| **Safe** | ✓ | **Follow** FJS’s procedures for hand hygiene and infection control | | 🗶  🗶 | **Blaming** others/other departments for mistakes  **Wearing** inappropriate dress/or having an unprofessional |
|  | ✓  ✓ | **Maintain** privacy and ensure confidential information is kept safe and secure  **Learn** from mistakes & ask for support where necessary | | 🗶 | Appearance  **Being** unsupportive of change/of new ideas for improvement |
|  | ✓ | **Respond** promptly to call bells, telephones & other requests for help | | 🗶 | **Moaning** and demoralising others without making an attempt to change things |
|  | ✓  ✓ | **Ensure** appearance is professional & name badge is visible  **Keep** work area clean, tidy & pick up litter when you see it | |  |  |
|  | ✓ | **Use** plain language & speak in English when carrying out duties | |  |  |
| **Excellent** | ✓ | **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 FJS | |  |  |
| Excellence, Ownership and Sustainability | | | Federation of Jewish Services | | |

****

**PERSON SPECIFICATION**

**Post Title:** Driver /Porter  **Department:** FMS

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Factors** | **Essential Criteria** | **\* How Evidenced** | **Desirable Criteria** | **\* How Evidenced** |
| **Qualifications** | Full Clean Drivers Licence | AF/C/I |  |  |
|  |  |  |  |
| **Experience** | Driving and maintaining Mini buses | I / AF | Use of Industrial Machinery | I / AF |
| Diversity and understanding of different religions / cultures |  | Understanding & Knowledge of Cleaning Duties | I/ AF |
|  |  | Dealing with Elderly / Vulnerable Adults | I/ AF |
|  |  | Cleaning Communal area’s including Public /Toilets | I /AF |
| **Personal Qualities** | Excellent Communication Skills including Speaking / Understanding good English. | I | Fit into a Team | I |
| Willingness to work flexibly and a commitment to teamwork yet Self Motivated for working alone. | AF / I | Work well under pressure | I / AF |
| Be fit and able to move people / lift heavy loads | I / AF |  |  |
| Good Customer Care skills | AF / I |  |  |
| Able to demonstrate understanding of the importance of maintaining clients Dignity / Respect / Privacy. | I |  |  |
| **Knowledge** | A good understanding of COSHH / Manual Handling & H&S in the workplace | AF/C/ I |  |  |
| Understanding of Infection Control | I |  |  |
| Understanding and adhering to Company Policies & Procedures |  | To have an understanding of Jewish culture / Law / Practice | AF / I |
|  |  |  |  |
|  |  |  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Factors** | **Essential Criteria** | **\* How Evidenced** | **Desirable Criteria** | **\* How Evidenced** |
| **Skills** | Be Able to Attend all Mandatory Training Courses | I |  |  |
| Working together and communicating with different departments and residents | I |  |  |
| Be self motivated, flexible and enthusiastic | AF/ I |  |  |
| Have attention to detail | I |  |  |
| Drive with extreme care and attention always | I |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| **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 |  |  |
| To adhere to all Company Policies, Procedures & CREW Values | I |  |  |

**To assist managers in completing the person specification, the following are offered as examples which may be included in the document:**

**Personal Qualities**

* A passion for helping and an ability to relate well to other people
* Able to demonstrate empathy for the needs of residents
* A commitment to the values of maintaining dignity, respect and independence of all service users and residents
* Able to demonstrate understanding of the importance to work toward a person centred approach

**Knowledge**

* Understand the importance of confidentiality and demonstrate a knowledge of how it can be maintained
* A good understanding of social care issues
* Able to demonstrate a good understanding of Safeguarding of Vulnerable Adults policies and procedures

**Skills**

* Excellent verbal and written communication skills
* Basic level of numeracy
* Basic level computer skills
* Knowledge and/or experience of using Microsoft Office packages. Knowledge and/or use of other databases
* Attention to detail
* Self motivated and enthusiastic
* A willingness to work flexibly and a commitment to team work
* Able to recognise and prioritise workload effectively, especially in an emergency situation
* Able to recognise the situation when a more senior member of staff is required