**PERSON SPECIFICATION**

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| **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 | 🗶 | **Abuse** of any kind of service users |
| ✓ | **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** THE FED’s procedures for health & safety 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 enquiries & 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 | 🗶 | **Bullying** or abuse of colleagues |
|  | ✓ | **Ensure** the safety & wellbeing of the people we support |  |  |
| **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 THE FED |  |  |
| Excellence, Ownership and Sustainability | THE FED |

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**PERSON SPECIFICATION**

**Post Title:** Laundry Assistant **Department:** FMS

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

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| **Factors** | **Essential Criteria** | **\* How Evidenced**  | **Desirable Criteria** | **\* How Evidenced** |
| **Qualifications** |  |  |  |  |
|  |  |  |  |
| **Experience** | Laundry Work | AF, I |  |  |
| Ability to sew | AF, i |  |  |
| Able to do minor alterations on clothing | AF, I |  |  |
|  |  |  |  |
| **Personal Qualities** | Friendly and approachable | I |  |  |
| Ability to work alone as well as part of a team | I |  |  |
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| **Knowledge** | Able to use a sewing machine | AF, I |  |  |
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| **Factors** | **Essential Criteria** | **\* How Evidenced**  | **Desirable Criteria** | **\* How Evidenced** |
| **Skills** | Good written and verbal skills | AF, I |  |  |
| Motivated | I |  |  |
| Committed to team work | I |  |  |
| Reliable | I |  |  |
| Ability to prioritise workload | I |  |  |
| #good organisational skills | 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 |  |  |
| The ability to understand and behave at all times, towards residents, visitors and colleagues according to the Company’s values. | AF & I |  |  |