

Person Specification for the role of Care Support Officer

	Essential / Desirable	Method of assessment
Qualifications		
NVQ level 3 or equivalent in a related field	E	Application form / CV/completion of training
Willingness to achieve a NVQ Level 5 in Health & Social Care within 18 months of appointment	E	Interview, contract specification
City & Guilds Dementia Care Certificate or equivalent	E	Certificate/completion of course
Willingness to take part in training courses	E	Interview/in house training record
Experience		
Experience of interacting or working with a variety of clients across a broad spectrum of social conditions.	E	Evidenced work history/ appraisals
Ability to demonstrate experience and learning in a range of different Lead conditions such as dementia, palliative care, Parkinson's Disease and/or MND.	E	Application form / interview/supervisions and appraisal reviews
Experience of working in a pressured office environment where flexibility of thought is valued	D	Application form / interview/supervisions and appraisal reviews

Knowledge and abilities		
Excellent standard of oral English	E	Interview/interaction with other staff and clients
Good standard of written English	E	Application form/ completion of work related communications
Ability to support clients in their own homes and maintain clients independence	E	Supervisions/appraisals/QA results
Ability to follow instructions and local policies and procedures	E	Supervisions/appraisal
Knowledge of reporting requirements	E	Evidenced Work history
Knowledge of CQC regulations and assessment criteria	D	Interview/ Supervisions/appraisal
Additional requirements		
A full driving licence	E	Ongoing submission of documentation
Flexibility and willingness to work unsocial hours including (occasional) night shifts	D	Evidenced previous work history
Willingness to take on additional duties as Care Support Officer such as on-call, QA's, Spot-checks etc	E	Annual appraisal/ Evidenced past work history
Knowledge of, and commitment to, Inchwater Home Care ethics and values particularly in terms of quality of care and client support.	E	Appraisal/supervisions Appraisals/supervisions/evidenced work history