

**Carer Support Wiltshire**
**Person Specification: Registrations and Referrals Worker**

	<b>How assessed</b>	<b>Essential / Desirable</b>
<b>Qualifications</b>		
Good standard of education	Application / Certificates	Essential
Further qualifications in health and social care. inc, linked NVQs, social work degree, nursing qualification or equivalent experience	Application / Certificates	Desirable
<b>Experience</b>		
Experience of carrying out assessments over the phone	Application and interview	Essential
<b>Knowledge</b>		
Understanding of carers' issues and rights	Application (supporting statement) and interview	Essential
Good understanding of the Care Act 2014 and other linked legislation	Application (supporting statement) and interview	Essential
Knowledge of multiagency working, including: whole family assessments, liaising with other multi agencies.	Application (supporting statement) and interview	Essential
Experience of person centred planning and working with service users to agree appropriate support.	Application, interview and short test.	Desirable
<b>Skills and Competencies</b>		
Excellent written communication skills	Application and interview	Essential
Able to communicate and positively challenge other professionals both within the work place and externally	Application and Interview	Essential

Able to communicate effectively with diverse members of the public	Application (supporting statement) and interview	Essential
Able to use IT and databases to: manage time effectively, prioritise cases, record information gathered through assessments	Application (supporting statement) and short test	Essential
<b>Personal qualities</b>		
Keen to learn and innovate	Application (supporting statement) and interview	Essential
Resilient to change	Application (supporting statement) and interview	Essential
Able to work as part of a team	Application (supporting statement) and interview	Essential
Confident to take initiative	Application (supporting statement) and interview	Essential
Able to prioritise work and deal with competing demands	Application (supporting statement) and interview	Essential
<b>Other</b>		
Able to work flexibly in terms of location	Application (supporting statement) and interview	Essential
Car driver and owner	Application/driving licence	Essential