

PERSON SPECIFICATION

**OUR VISION: 'TO BE THE LEADING HEALTH AND WELLBEING SERVICE IN
THE PROVISION OF MENTAL HEALTH AND COMMUNITY CARE'**

Job/Position Title:	Senior Health Care Assistant
Department/Location:	Old Pharmacy, Rochford Hospital
Grade/Band:	3

Criteria for Selection	Essential	Desirable	Measurement Application Form - AF Interview - IN Assessment - AS
Education/Qualifications	Good standard of literacy and numeracy Care Certificate or willing to work towards	Educated to NVQ Level 3 or equivalent experience	AF/IN
Specialist Frailty Knowledge	To be able to define frailty as a clinical status	To have experience working with people who are living with frailty To be aware of the impact frailty can have on the quality of life of a person.	AF/IN
Knowledge	Literate in IT and computer skills Understanding of the health or social care setting Understanding of the concept of promoting independence Good interpersonal skills with the ability to communicate effectively with patients, carers and relatives, remaining sensitive and empathetic Listens to others' views, respecting and valuing individual patient needs	Previous experience and knowledge of using Systmone Previous experience of working in a community health or social care setting or undertaking a caring role	AF/IN

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	<p>Understanding of adopting a patient focussed approach</p> <p>Excellent organisational skills, ability to manage own time and plan timed activities for staff and patients</p> <p>Ability to recognise and manage challenging situations and take action within sphere of competence</p> <p>Able to take instruction and direction and work effectively as part of a team</p> <p>Ability to record and retrieve information on charts/paper and electronic patient records</p> <p>Good standards of written communication skills with the ability to use email and internet</p> <p>Good verbal communication skills with an ability to provide and receive routine Information</p> <p>Overcome barriers to understanding i.e. physical/mental disabilities</p>		
Skills/Experience	Ability to grow and change as required with the service		AF/IN
Personal Qualities		Willing to improve knowledge and skills required for the service	AF/IN
Additional Qualities	Shares the Trust's Beliefs and models this in their attitude and behaviour:		AF/IN

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	<p>Positive optimistic; noticing and appreciating good work; and aiming to improve services and customer experience</p> <p>Welcoming friendly, responsive, courteous and on time.</p> <p>Respectful respecting others and not judging; respecting people's dignity and privacy.</p> <p>Involving listening and communicating clearly; able and willing to involve, and work together with, others.</p> <p>Kind compassionate, helpful and understanding.</p> <p>Accountable using best practice to get effective results; prioritise and speak about safety; being professional and aware when we are 'on stage'.</p>		
<p>Corporate</p> <ul style="list-style-type: none"> • Full UK Drivers Licence • Ability to Travel across Trust sites as required 	<p>Either ensures that self and others demonstrate organisational values every day and that any matters of concern are addressed in a timely way, directly; or raised with the relevant Line Manager; or through the relevant processes within the Trust as appropriate.</p>		<p>AF/IN</p>

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