

Person Specification – Community Agent

Attributes	Essential - Requirements necessary for safe and effective performance of the job.	Desirable - Where available, elements that contribute to improved/immediate performance in the job
Qualifications & Training	Minimum 5 GCSE's or equivalent, to include English and Maths (A*-C grade)	NVQ Level 3 (Health and Social Care) or equivalent Registration with a relevant health and social care professional body Experience of rural issues.
Knowledge and Experience	Experience of working in or with the voluntary sector Experience of working with vulnerable people. Experience of providing information to members of the public and professionals using telephone and active listening techniques. Experience in working effectively with people who may be confused, distressed, angry etc. Community Awareness. Good level of IT skills Knowledge of working with clients to create person-centered plans.	Knowledge of adult safeguarding, legislation and policy relating to Adult Social Care. Experience of supporting people with Learning Disabilities and/or mental ill-health Experience of public speaking. Experience of delivering a presentation. Experience of using databases.
Personal Qualities	Excellent communication skills by telephone and face-to-face with patience and understanding. Confident engaging with Health & Social care professionals in multi disciplinary setting to give credible feedback about the project. Ability to deal with challenging behaviour. Use of initiative/self-motivated. Non judgmental. Lateral thinker, who can provide creative solutions. Thorough and attentive to detail. Positive outlook. Problem solver, pragmatic and resilient. Flexible and adaptable.	

	<p>Able to maintain confidentiality. Willingness to participate in training and acquire new skills. Ability to work in a team and network with partners. Ability to work confidently alone. Ability to effectively manage your own workload and identify priorities. The initiative to develop the role.</p>	
Other	<p>Access to a reliable broadband connection. Full current driving licence. Access to a reliable car insured for business purposes Must live within the area or very close and have good knowledge of the local geography Good written, verbal and administration skills. Effective record keeping of visits and budget. Enhanced DBS check will be conducted.</p>	