



## Person Specification – Village Agent

	<b>Essential</b> - Requirements necessary for safe and effective performance of the job.	<b>Desirable</b> -, elements that contribute to improved/immediate performance in the job
<b>Qualifications &amp; Training</b>	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
<b>Knowledge, experience and skills</b>	<p>Good level of IT skill with experience of databases, smartphones and Outlook</p> <p>Working with clients to find person-centred solutions</p> <p>Working in or with the voluntary sector with vulnerable people</p> <p>Providing information to members of the public and professionals using telephone and active listening techniques</p> <p>Working effectively with people who may be confused, distressed, angry etc.</p> <p>Community Awareness through engagement</p> <p>Excellent call handling skills with a patient and understanding manner</p> <p>Confident engaging with Health &amp; Social care professionals in multi-disciplinary setting</p> <p>Effective reporting and written communication skills</p>	<p>Adult safeguarding</p> <p>Public speaking</p> <p>Presentation skills</p> <p>Supporting people with Learning Disabilities and/or Mental Health.</p> <p>Experience of rural issues</p>
<b>Personal Qualities</b>	<p>Ability to deal with challenging behaviour</p> <p>Non-judgmental</p> <p>Thorough with attention to detail</p> <p>Problem solver, pragmatic and resilient</p> <p>Able to maintain confidentiality</p> <p>Team player who can network with Partners</p> <p>Effectively manage your own workload and identify priorities</p>	<p>Use of initiative/self-motivated</p> <p>Lateral thinker, who can provide creative solutions</p> <p>Positive outlook</p> <p>Flexible and adaptable to the needs of the business</p> <p>Willingness to participate in training and acquire new skills</p> <p>Work confidently remotely</p> <p>Initiative to develop the role</p>
<b>Other</b>	<p>Access to a reliable broadband connection</p> <p>Full current driving licence</p> <p>Access to a reliable car, insured for business purposes</p> <p>Enhanced DBS check will be conducted</p>	

