



HOSPITAL DISCHARGE SERVICE

BROKER ROLE (VALE) - PERSON SPECIFICATION

CRITERIA	ESSENTIAL	DESIRABLE
Education/ Training	<ul style="list-style-type: none"> • Good general educational background 	
Experience	<ul style="list-style-type: none"> • Experience of working collaboratively with relevant health & social care staff in both statutory and third sector • Experience of supporting people unsupervised in a community setting/Managing a caseload • Experience of working alone and within a team • Experience of organising and prioritising own work load • Experience of using a person centred approach to guide work. 	<ul style="list-style-type: none"> • Experience of producing statistical information/ reports
Skills	<ul style="list-style-type: none"> • Ability to communicate effectively, accurately and concisely both verbally and in writing • Ability to act on own initiative • Ability to empathise and communicate sensitively with older people. • Ability to produce and maintain clear and accurate records/reports • Ability to develop effective relationships with partners, providers including family and carers • Ability to drive and have use of a car • Ability to use computer to maintain 	<ul style="list-style-type: none"> • Ability to be creative and find new ways to deliver support • Delivering presentations to both large & small groups

	<p>accurate records</p> <ul style="list-style-type: none"> • Ability to initiate, plan and assist service users in gaining access to services in the community • ITC Skills 	
Knowledge	<ul style="list-style-type: none"> • Awareness of social and health care provision • The range of voluntary sector services available for the older person and how to access services for other client groups • Understanding of the needs of those who may be vulnerable including frail older people. • Working knowledge of Microsoft Office applications including word, outlook express 	<ul style="list-style-type: none"> • Relevant legislation i.e. NHS Health care/Community Care, Mental Capacity Act, Human Rights. POVA • Awareness of role of VCVS, CVMHD • Experience of data bases
Values and Attitudes	<ul style="list-style-type: none"> • Commitment to the aims and values of Age Connects • Commitment to providing a quality service • Flexible approach to work • Willing to use own initiative 	