

FACTOR	ESSENTIAL	DESIRABLE
Qualifications	Minimum of 3 GCSE's including English and Maths, or equivalent.	Qualifications in health & social care, or administration.
Experience	<p>Minimum of 2 years' experience working directly with members of the public or in a support role or customer liaison role.</p> <p>Experience of working within the public, voluntary or care sector.</p>	<p>Experience of carrying out home visits.</p> <p>Experience of dealing with people living with extreme challenges.</p> <p>Experience of helping to develop new initiatives.</p>
Skills, Abilities and Knowledge	<p>A high level of oral (telephone and in person) and written communication skills.</p> <p>Good listening skills, and the ability to show empathy and compassion.</p> <p>High standard of organisational and administrative skills.</p> <p>Competent use of IT, including email, word processing and databases.</p>	<p>Experience of contacting liaising with statutory and voluntary organisations.</p> <p>Understanding of the procedures relating to personal safety when carrying out home visits.</p> <p>Ability to produce written records/take minutes of meetings.</p>
Understanding & Awareness	<p>Understanding & awareness of the issues and challenges facing people in later life.</p> <p>Understanding of the aims & objectives of Forum 50+.</p> <p>Able to demonstrate an understanding/awareness of Equality & Diversity, Adult Protection/Safeguarding, Data Protection and Confidentiality.</p>	<p>Understanding and awareness of voluntary and public sector services relating to older people, health, care, wellbeing.</p>
Other Requirements	<p>Current driving license/car available.</p> <p>Ability to attend meetings and activities across the borough and further afield if required.</p> <p>Ability to work on own initiative, and to prioritise and manage varied tasks.</p> <p>Ability to work flexibly and efficiently from home environment but also within a team.</p> <p>Availability to increase weekly hours if required.</p>	<p>Availability to work out of hours if needed.</p>