

SERVICE LEAD (carers)
Hambleton and Richmondshire
PERSON SPECIFICATION



CRITERIA		Essential	Desirable
QUALIFICATION	Recognised qualifications in social work, health, advice work or other relevant profession. (eg NVQ Level 3/4/5)	✓	✓
	Minimum 2 years leadership / line management experience		✓
EXPERIENCE	Considerable experience of supporting staff and an understanding of personnel issues.	✓	
	Experience of managing and supporting change and able to demonstrate the process used to develop service change and improvement		✓
	Significant experience and understanding the issues affecting carers/ people with disabilities/other disadvantaged groups	✓	
	Experience in conducting assessments with clients	✓	
	Experience of inputting data on to a database (Charitylog – training given)		✓
	Experience of working in the community, e.g. making home visits and lone working	✓	
	Experience in developing and supporting groups and helping to develop social activity groups	✓	
	Experience in professional case note keeping	✓	
	Experience in project management (eg: setting objectives, activity, monitoring, evaluating and reporting)		✓
	Experience of partnership work and constructive liaison with relevant voluntary/statutory organisations and professional groups	✓	
Evidence of success in promoting equality and diversity, evaluating service quality and understanding of legislation relating to Carers and other vulnerable groups			✓

	Ability to work to timescales, priorities conflicting workloads and delegates tasks as appropriate		✓
	Knowledge and experience of Safeguarding reporting and supporting staff with safeguarding issues	✓	
SKILLS AND KNOWLEDGE	Excellent verbal and written communication skills and able to present information appropriately in an engaging manner to different audiences.	✓	
	Demonstrable knowledge and understanding of services and legislation of relevance to carers and people with disabilities		✓
	Be able to support staff through different issues – wellbeing both physical and emotional.	✓	
	Excellent interpersonal skills, able to lead and work as part of a team, building positive relationships with staff, colleagues, stakeholders and understanding of issues in working with volunteers.	✓	
	Demonstrable understanding of the benefits system and particularly of the benefits relevant to carers and people with disabilities		✓
	A good knowledge of IT and social media platforms	✓	
PERSONAL ATTRIBUTES	Ability and willingness to work flexible hours (occasional evenings / weekends)	✓	
	Ability to work as a member of a team	✓	
	Self-motivated, enthusiastic, good sense of humour and empathy, with the ability to work on own initiative and part of the team	✓	
	Ability to work to tight timescales and under pressure	✓	
	Willingness to travel across a diverse urban/rural area, visiting clients in their own homes and at other venues	✓	

**** PLEASE NOTE**

You should complete your application form bearing in mind it will be scored against all the elements above.

If you are unable to directly meet any of the criteria, please explain more about any transferrable skills you have that you think would be suitable to this role. It is important to give us as much information as possible about your skill set.

Any or all of the elements could be discussed further at interview stage.