



PERSON SPECIFICATION

JOB TITLE: Greenwich Care Homes Complex Case Management Team Administrator

DEPARTMENT: Greenwich Care Homes Complex Case Management Team

GRADE: Band 3

Education/Qualifications	How measured
<ul style="list-style-type: none"> GCSE English and maths NVQ Level 3, RSA level 3 or equivalent level of knowledge 	<p>Application form</p> <p>Application form</p>
Experience	
<ul style="list-style-type: none"> Experience in customer care setting Experience of working in a health or social care setting Experience of working with the general public Proven experience of working in a busy office environment and able to undertake duties required 	<p>Application form</p> <p>Application form</p> <p>Application form / interview</p> <p>Application form/interview</p>
Skills and abilities	
<ul style="list-style-type: none"> Excellent IT Skills (Word, Excel, PowerPoint) Excellent written and numeric skills Sensitivity to clients' needs Ability to deal tactfully but firmly with clients 	<p>Application form / Interview</p> <p>Application form/Interview</p> <p>interview</p> <p>Application form/interview</p> <p>Application form/interview</p>

<ul style="list-style-type: none"> • Ability to work with minimum supervision • Ability to maintain quality of work in a pressurised environment • Ability to communicate both inside and outside the organisation • Ability to speak clearly and concisely and deal with people on the telephone and face to face • Ability to deal with unpredictable/emotional situations where clients may be distressed, vulnerable or verbally abusive and require tact and sensitivity • Ability to work flexibly including networking with colleagues and providing cover where needed with minimum supervision • Ability to assimilate and deliver precise information given both verbally and in writing • Ability to use a number of databases for input and extraction of accurate information 	<p>Application form/interview</p> <p>Application form/interview</p> <p>Application form/interview</p> <p>Application form / Interview</p> <p>Application form / Interview</p> <p>Interview</p> <p>Application/interview</p>
Knowledge	
<ul style="list-style-type: none"> • To be aware of the Data Protection Act and to maintain confidentiality at all times 	Application form/interview
Personal Qualities	

AFC Reference Number	1798/14
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<ul style="list-style-type: none"> • Highly self motivated • Effective self-management • Confident in relating to a diversity of people and situations 	Application/interview Interview Interview
Any other Factors	
<ul style="list-style-type: none"> • Understanding Equal Opportunities policy • Understanding of the discrimination and disadvantage older and disabled people may face in their daily lives 	Interview Interview

NB These are not definitive lists if there are any others specific to a post, please add to the form which should then be signed by the line manager and post holder alongside the Job description.

Signed by Line Manager

Signed by Post Holder

Print Name

Print Name