



<b>Knowledge</b>	<ul style="list-style-type: none"> <li>An understanding of the needs of older people, including those suffering from dementia</li> <li>An awareness of the Care Act 2014 and subsequent revisions or ability to attain</li> <li>Safety awareness</li> </ul>	<b>D</b> <b>D</b> <b>E</b>	<b>A&amp;I</b> <b>A&amp;I</b> <b>A&amp;I</b>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Transferable life experience</li> <li>Experience of caring for others</li> </ul>	<b>D</b> <b>D</b>	<b>A&amp;I</b> <b>A&amp;I</b>
<b>Qualifications / Training</b>	<ul style="list-style-type: none"> <li>Level 2 Diploma in Health and Social Care</li> <li>Willingness to study towards qualification if not acquired</li> <li>Willingness to obtain the Care Certificate</li> </ul>	<b>D</b> <b>E</b> <b>E</b>	<b>A&amp;I</b> <b>A&amp;I</b> <b>A&amp;I</b>
<b>Special Requirements</b>	<ul style="list-style-type: none"> <li>Able to work a changing rota pattern, including some evenings and weekends</li> </ul>	<b>E</b>	<b>A&amp;I</b>
<b>Behaviours</b>	<p><b>Communication</b></p> <ul style="list-style-type: none"> <li>Takes steps to keep others informed about what they need to know</li> <li>Communicates to people in the way agreed with them</li> <li>Listens to comments that people make and takes them into account when communicating to groups or individuals</li> </ul> <p><b>Customer focus</b></p> <ul style="list-style-type: none"> <li>Seeks to understand the needs of internal and external customers and aim to exceed these consistently</li> <li>Listens to and understands what customers have to say</li> <li>Passes on relevant comments to the appropriate person when does not have the authority to handle the matter themselves</li> </ul> <p><b>Flexible and Adaptable</b></p> <ul style="list-style-type: none"> <li>Adopts a practical approach to achieve the required results</li> <li>Listens to and discusses new ideas with a proactive approach to problem solving</li> </ul>	<b>E</b> <b>E</b> <b>E</b>  <b>E</b> <b>E</b> <b>E</b>  <b>E</b> <b>E</b>	<b>A&amp;I</b> <b>A&amp;I&amp;T</b>  <b>A&amp;I&amp;T</b>   <b>A&amp;I</b> <b>A&amp;I</b>  <b>A&amp;I</b>  <b>A&amp;I</b> <b>A&amp;I</b>

	<p><b>Teamwork</b></p> <ul style="list-style-type: none"> <li>• Works effectively and collaboratively with colleagues, showing an understanding of when they are under pressure and willing to assist when required</li> </ul> <p><b>Work ethic</b></p> <ul style="list-style-type: none"> <li>• Enthusiastic, adaptable, reliable, self-motivated with a strong commitment to meet personal and team objectives</li> </ul>	<b>E</b>	<b>A&amp;I</b>
<b>Training</b>	<ul style="list-style-type: none"> <li>• Willingness to undertake appropriate ongoing training</li> </ul>	<b>E</b>	<b>A&amp;I</b>