

## **PERSON SPECIFICATION**

**Post:** Night Care Assistant

**Section:** Residential Home or Extra Care Service

**Written by:** Denise Taylor

**Date:** reviewed October 2010

<b>Minimum essential requirements</b>	<b>application interview test</b>
<b>Skills:</b>	
1. Ability to plan and organise own work-load effectively and to ensure that routine tasks are carried out promptly	<b>A &amp; I</b>
2. Ability to manage the daily work plan of others and provide effective direction and coaching	<b>A &amp; I</b>
3. Ability to take clear messages on behalf of other members of the team	<b>A &amp; I</b>
4. Ability to communicate appropriately with a wide range of people, including residents, their families and friends, colleagues within the CHS Group and social healthcare professionals	<b>A &amp; I</b>
5. Ability to identify with the needs of older people	<b>A &amp; I</b>
<b>Knowledge:</b>	
1. An understanding of the needs of frail older people, including those suffering from dementia	<b>A &amp; I</b>
2. Working knowledge of the Care Standards Act 2000 and subsequent revisions or ability to attain	<b>A &amp; I</b>
<b>Experience:</b>	
1. Transferable life experience	<b>A &amp; I</b>
<b>Behaviours:</b>	
1. <i>Communication</i> – takes steps to keep others informed about what they need to know <ul style="list-style-type: none"> <li>▪ Keeps people properly informed</li> <li>▪ Listens to comments that people make and takes them into account when communicating to groups or individuals</li> <li>▪ Conducts regular reviews of the opinions of all stakeholders</li> </ul>	<b>I</b>
2. <i>Customer Focus</i> – seeks to understand the needs of internal and external customers and aims to exceed these consistently <ul style="list-style-type: none"> <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> <li>▪ Ensures that team members know what is expected of them in regard to customers</li> </ul>	<b>I</b>
3. <i>Flexible and Adaptable</i> – adopts a practical approach to achieve the	<b>I</b>

<p>required results</p> <ul style="list-style-type: none"> <li>▪ Looks for the benefits and ways a new idea might work before identifying potential problems</li> <li>▪ Understands the strengths and preferences of individuals within the team and makes the best use of them</li> <li>▪ Periodically reviews the practices and procedures for which responsible to see whether they are still appropriate</li> </ul> <p>4. <i>Teamwork</i> – works effectively with others and ensures team objectives are met</p> <ul style="list-style-type: none"> <li>▪ Shows understanding of colleagues when they are under pressure</li> <li>▪ Acknowledges the good things others do</li> <li>▪ Is alert to and deals with current and potential conflicts within the team</li> </ul>	<b>I</b>
<b>Qualifications / Training:</b>	
1. NVQ in Care Level 2 or ability to attain	<b>A &amp; I</b>
<b>Special Requirements:</b>	
1. The post holder must be aged 18 and over to provide personal care under the Care Standards Act 2000 and subsequent revisions – a Care Assistant provides personal care to the service users	<b>A &amp; I</b>
2. The post holder must maintain satisfactory enhanced Criminal Records Bureau disclosures	<b>A &amp; I</b>
3. The post holder must be eligible to work in the UK	<b>A &amp; I</b>
4. A willingness to ensure mobility as the post holder may be required to fulfil these duties at any of CHS' residential / extra care schemes	<b>A &amp; I</b>

