

PERSON SPECIFICATION

POST TITLE: EOL Befriender Plus Coordinator

ATTRIBUTES	ESSENTIAL OR DESIRABLE	HOW IDENTIFIED? Application form / interview
Experience		
Experience of recruiting, training and supporting volunteers	E	AF/I
Knowledge and understanding of the demographics of City	E	AF/I
Recent experience of working with older people and/ or adults at risk	E	AF/I
Ability to speak a community language in addition to English	E	AF/I
Relevant experience of working in the health and care system	E	AF/I
Recent experience of supervising volunteers	E	AF/I
Be sensitive to the needs of individuals - <i>some counselling/listening skills experience and skills would be desirable</i>	E	AF/I
Experience of administration, word processing, spreadsheet and database use.		AF/I

Specialist knowledge		
Awareness of EOL/ bereavement issues, including how specific EOL issues and facing bereavement can affect individuals, and the complex emotional and practical needs of volunteers and those experiencing EOL/ facing bereavement	E	AF/I
Knowledge of other statutory and voluntary sector health/ wellbeing services.	E	AF/I
An understanding of the role, responsibilities and boundaries of working with regard to safeguarding individuals from danger, harm and abuse.	E	AF/I
Understanding of monitoring, evaluation and review systems in relation to the achievement of targets.	E	AF/I
Awareness of confidentiality and data protection issues.	E	AF/I
Attributes / skills		
Ability to develop and implement training and support sessions	E	AF/I
The ability to maintain an active caseload and keep accurate records	E	AF/I
Ability to plan, prioritise and deliver to tight timescales, sometimes under pressure	E	AF/I
Ability to communicate with a wide range of stake holders, including good social interaction and listening skills	E	AF/I

Ability to liaise with health, social care professionals and VCS organisations in a confident, constructive and productive way	E	AF/I
Ability to motivate, encourage and support people	E	AF/I
Ability to maintain clear and accurate records and produce reports	E	AF/I
Ability to work on own initiative.	E	AF/I
IT skills, including email and all MS Office programmes	E	AF
Willingness and ability to work flexibly in line with the requirements of the job description and to support the wider activities of the organisation	E	AF/I
Personal qualities		
Ability to work as part of a team, flexible approach to working hours and the ability to work on own initiative and prioritise workload	E	AF/I
Awareness of equality and diversity issues and committed to anti-discriminatory practice.	E	AF/I
Have own transport	D	AF/I

