

Case Officer Person Specification			
	SKILL	ESSENTIAL	DESIRABLE
1.	Experience of direct client contact in an information, advice, advocacy and client support capacity.	✓	
2.	To have knowledge of IT systems and experience of recording accurate case notes effectively and to a high standard on existing IT system.	✓	
3.	Understanding of the common and current issues affecting older people living in our local rural communities.	✓	
4.	Ability to work flexibility across a number of workstreams in a fast-paced environment.	✓	
5.	Using effective listening, observation and communication skills to build relationships.	✓	
6.	Ability and experience of assessing risk to inform a tailored and person-centered action plan	✓	
7.	Ability to manage own time effectively and maintain high standards of attention to detail	✓	
8.	Experience of working collaboratively with other professionals and organisations.	✓	
9.	Sound understanding and use of Microsoft office suite.	✓	
10.	Experience of visiting older people in their own homes in order to assess needs holistically		✓
11.	Good understanding of the welfare benefits system, reconsiderations and appeals process.		✓
12.	Experience of working with people with disabilities.		✓
13.	To demonstrate a clear understanding of energy awareness, fuel debt and fuel poverty.		✓

Case Officer Person Specification

	SKILL	ESSENTIAL	DESIRABLE
14.	To demonstrate an understanding of money management and debt management support.		✓
15.	Excellent presentation skills, preparation and delivery of themed presentations		✓
16.	Experience of working with volunteers.		✓