

Person Specification

JOB TITLE: Helpline Officer

QUALIFICATIONS

Essential

- Good level of education

EXPERIENCE

Desirable

- Experience in working effectively with people who may be experiencing a difficult period of time in their lives
- Experience of working with older people
- Experience in providing information to members of the public and professionals using telephone and active listening techniques

KNOWLEDGE

Desirable

- Community Awareness
- Computer literacy, keyboard skills with use of internet and email
- Welfare benefits and local knowledge of support services

PERSONAL SKILLS

Essential

- Excellent communication skills by telephone and face to face with patience and understanding
- Use of initiative/self-motivated
- Non-judgmental and empathetic manner
- Thorough and attentive to detail
- Positive outlook
- Problem solver, pragmatic and resilient
- Flexible and adaptable
- Able to maintain confidentiality
- Willingness to participate in training and acquire new skills
- The ability to work in a team and network with partners
- The ability to work confidently alone
- The ability to manage your own workload and identify priorities

VALUES

Essential

- Commitment to the needs of older people
- Genuine desire to help people, and to go the 'extra mile' to achieve this

OTHER**Essential**

- Excellent written, verbal and administration skills