

Factor	Essential	Desirable
Qualifications	<p>Good standard of general education in particular English Language and Mathematics</p> <p>S/NVQ 3 in Health and Social Care or equivalent (or working towards qualification)</p>	
Experience/Knowledge	<p>At least 1 years' experience of delivery of home care services</p> <p>Previous assessment/care planning experience</p> <p>Good understanding of the regulatory responsibilities and the law relating to domiciliary care services</p> <p>Excellent understanding of the needs of people who require care and support at home and the provision of home care services in line with best practice</p> <p>Excellent understanding of the principles of high quality person centred care and support and non-discriminatory care practice</p> <p>Understanding of systems to maintain confidentiality in relation to customers, staff and the business</p> <p>Experience of care services, risk assessment and person centred care and support</p> <p>Ability to plan and organise workloads effectively so customers receive the services they expect</p> <p>The ability to work flexibly and where needed attend Service Users Care calls and provide care in line with their person centred care plan.</p>	<p>Knowledge of health and safety matters in relation to care and support services and risk management</p> <p>Knowledge of how to recognise abuse and safeguarding procedures</p>
Skills/Abilities	<p>Excellent administrative skills</p> <p>Excellent interpersonal and communication skills, both written and verbal (including well developed listening skills)</p> <p>Have a 'can do' attitude and be able to multi task as they will be working in a busy, fast paced office environment</p> <p>Ability to maintain clear written and electronic</p>	<p>Good practical approach to problem solving</p>

	<p>records and to follow statutory reporting procedures</p> <p>Caring and compassionate towards people in need of care and support</p> <p>Respect for people suffering from a range of medical conditions with different backgrounds and beliefs to your own. Strong commitment to non-discriminatory care practice</p> <p>Commitment to respecting the rights of customers at all times and to promoting their privacy, dignity and independence throughout their lives</p> <p>Self-motivated and keen to learn. Willing to seek guidance when needed and follow instructions</p> <p>Excellent time keeper and reliable</p> <p>Excellent interpersonal and communication skills, both written and verbal.</p> <p>Experience of building positive working relationships with people who use services and their families, staff and other health and social care professionals</p> <p>Ability to implement Five Lamps' policies, procedures and instructions</p> <p>Ability to work undirected and unsupervised</p>	
<p>Other (eg attitude, interests etc.)</p>	<p>Full clean driving license, business insurance and access to a car during work time</p> <p>Team Worker with flexible attitude to duties and hours of work</p> <p>Enhanced Disclosure from the Disclosure and Barring Service formally known as the Criminal Records Bureau (CRB) Disclosure</p> <p>Committed, enthusiastic, reliable</p> <p>Caring, friendly, patient and calm nature</p> <p>Receptive to the use of new technology in an efficient office environment</p> <p>Willing to undertake further training relevant to the post</p> <p>Flexibility to operate within a constantly changing environment</p>	<p>Understanding of Five Lamps mission, vision and values</p>

Strong focus on customer care

Drive and determination to achieve excellence

Empathic to customers' needs