**Person Specification- Manchester Carers Contact Point Co-ordinator**

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| **Criteria** | **Essential** | **Desirable** | **Assessed** |
| **Qualifications & Training** | Maths and English GCSE at grades C or above (or equivalent qualification).  Educated to degree level, equivalent professional qualification or relevant experience. | Evidence of continuous professional development.  Qualification in management.  Qualification in Provision of Advice. | **Application** |
| **Knowledge & Experience** | At least one years’ relevant experience of operational management of a team, systems and/or services.  Demonstrable commitment to high professional and quality standards.  At least one years’ experience of accountability for service provision.  At least one years’experience of performance management.  Experince of experience of monitoring data submission.  Passion for promoting principles and practice of equality and diversity.  Experince of producing, or monitoring the production of publicity material  Knowledge of the Welfare Benefit system particularly those that affect carers  Knowledge of legislation that affects carers  A clear understanding of the issues affecting carers and their support needs | At least one years’ knowledge / experience of working in health & social care sector.  At least one years’ knowledge / experience of working in voluntary & community sector.  Experience or working on an advice line  Knowledge of Manchester partner organisations and services across the VCSE and statutory sectors.  At least one years experience of providing advice or support to carers | **Application/**  **Interview / Test** |
| **Skills & Abilities** | Ability to leading by example and inspiring others to do the same  Self-motivated and project management focus to solving complex issues with competing stakeholders and priorities.  Anility to manage budgets.  Ability to negotiate, influence and solve problems effectively and diplomatically  Excellent oral, written and communication skills with ability to draft and present reports to an acceptable standard in a short space of time.  IT literate including proficiency across the Microsoft Office platform.  Strong attention to detail and highly organised approach to work.  Ability to manage concurrent deliverables and work under pressure on a daily basis, managing competing priorities. | Ability to publicise the work of the Network through a range of channels | **Application /**  **Interview / Test** |
| **Attitudes & Values** | Committed to the values of Gaddum, LMCP, Manchester Carers Forum and Wai Yin.  Non–judgmental attitude.  A flexible & positive work ethic.  Proactive commitment to constructively challenging colleagues and partners in the best interests of wider organisational professionalism and development. |  | **Application/**  **Interview / Test** |
| **Others** | Ability to travel independently throughout the areas where services are being delivered.  Flexible approach to working hours to meet the needs of the service. | Ability, with advance notice, to working evenings & weekends if required by the organisation. | **Application/**  **Interview** |