

## Person Specification

<b>Position Title</b>	Domestic Support Assistant
<b>Division / Section</b>	Edinburgh Outdoor Learning, Sports and Outdoor Learning Unit
<b>Service Area</b>	Communities and Families
<b>Responsible To</b>	Facilities Coordinator

### Person Specification

<b>Qualifications, training &amp; professional membership</b>	<ul style="list-style-type: none"> <li>General level of literacy</li> </ul>	Essential
---	---	-----------

The successful candidate will demonstrate evidence of the following experience, knowledge, skills and understanding. Evidence will be sought for selection purposes.

#### KNOWLEDGE AND EXPERIENCE

- |  |           |
|--|-----------|
| • Experience and knowledge of Infection Control procedures   | Essential |
| • Experience and knowledge of Health and Safety guidelines as they pertain to working in a residential environment, e.g. COSHH | Desirable |
| • Elementary food hygiene certificate  | Desirable |

#### OTHER

- |   |           |
|---|-----------|
| • Ability to work evenings and weekends as required | Essential |
|---|-----------|

---

## Competencies & Values Framework

Applicants will also be measured against the following competencies as per the Competency Level outlined in [Our Competency & Values Framework](#):

<b>Customer focused</b>	<ul style="list-style-type: none"><li>• Is respectful and courteous to customers/clients</li><li>• Understands and resolves customer/clients needs</li><li>• Takes opportunities to improve customer/client services</li><li>• Is aware of service levels expected and strives to meet them</li><li>• Seeks and acts on feedback from customers/clients</li><li>• Supports others when dealing with customers/clients.</li></ul>
<b>Works Effectively with others</b>	<ul style="list-style-type: none"><li>• Treats others in a fair and equal manner</li><li>• Considers and respects other peoples ideas/opinions</li><li>• Co-operates with others in the workplace</li><li>• Adapts own views and ideas for the good of the team</li><li>• Goes out of their way to help others.</li></ul>
<b>Managing change</b>	<ul style="list-style-type: none"><li>• Is willing to try new or different ways of working</li><li>• Displays a flexible attitude to duties and responsibilities</li><li>• Reprioritises own work when deadlines are changed</li><li>• Helps others to adapt to change.</li></ul>
<b>Taking Ownership and Responsibility</b>	<ul style="list-style-type: none"><li>• Manages own time effectively and works productively</li><li>• Responds positively to feedback and takes appropriate action</li><li>• Ensures own knowledge and skills are sufficient for the job</li><li>• Considers how own behaviour affects others and changes accordingly</li><li>• Recognises and acts when something needs to be done</li></ul>
<b>Communicating Effectively</b>	<ul style="list-style-type: none"><li>• Listens carefully and asks questions if understanding is unclear</li><li>• Uses simple and clear language</li><li>• Seeks advice when necessary</li><li>• Provides clear and accurate information</li><li>• Uses appropriate body language and eye contact.</li></ul>
<b>Planning and Decision Making</b>	<ul style="list-style-type: none"><li>• Works in a planned and organised way</li><li>• Follows instructions and procedures</li><li>• Understands what decisions can be taken within own duties and makes them when required</li><li>• Takes account of available resources when planning own work activities.</li></ul>