

EMPLOYEE SPECIFICATION:

Council Core Competencies

| |
|--|
| <p>These Council Core Competencies apply to all positions: Being Customer/Client Focused Working Effectively with Others Managing Change Taking Ownership and Responsibility Communicating Effectively Planning and Decision Making</p> |
| <p>These Council Core Competencies apply to positions with responsibility for managing people or resources: Leading Others Managing Performance and Developing others Political Sensitivity</p> |

| Team Leader Nights | Essential | Desirable |
|-------------------------------|---|---|
| Experience | Substantial experience working with older people Experience of working with older people with dementia An understanding of the needs of older people Experience of working with members of the public Experience of working with Health Care Professionals Responding to and providing advice and guidance to staff, service users and others Customer care | Experience of the Care Home setting, including knowledge and an understanding of the diverse issues and needs of people who live and work there Prevention of hospital admission |

| | | |
|--|--|---|
| | <p>Planning and organising workload effectively</p> <p>Experience of working on their own initiative</p> | |
| <p>Knowledge, Skills and Understanding</p> | <p>Good customer care practice</p> <p>Organisational skills</p> <p>Time management</p> <p>Written and oral communication (reports, statistics)</p> <p>Dealing with emergencies and complex Issues</p> <p>Basic IT skills (Word; Excel and E-mail)</p> <p>An understanding of the National Care standards</p> | <p>Analytical skills in managing residents care</p> <p>Ability to interpret or gain knowledge of changes in policy and legislation</p> <p>Knowledge of complaints procedure, customer care procedures</p> <p>Knowledge of Protection of Vulnerable Groups legislation</p> |
| <p>Qualifications and Training</p> | <p>HNC/SVQIII in Care + P.D.A. 15 credits</p> | <p>PDA 15 credits</p> |
| <p>Job Specific Requirements</p> | <p>Being Customer/Client Focused</p> <p>Managing People Effectively</p> <p>Team Working</p> | |
| <p>Applicants should always check the Job Vacancy Summary for any specific employee specification requirements for the advertised vacancy.</p> | | |