

**PERSON SPECIFICATION:** tEAM LEADER – HEAD START / TEIGN cARE

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| Qualities |  |
| **Qualifications** | * Maths and English at GCE Level of equivalent
* CioH Supported Housing desirable
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| **Experience** | * Awareness of the needs of an ageing client group
* Experience of dealing effectively with people
* Experience of undertaking assessments/ record keeping
* Previous experience in a front-line customer service environment
* Experience of delivering presentations and marketing the benefits of a range of telecare solutions to both agencies and individual members of the public
* Undertaking research into telecare products and making recommendations based on ‘best value’ principles
* Experience of working in social housing and or support sector
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| **Knowledge** | * Understanding of the approaches of dealing with people with challenging social, mental and/or physical issues
* Extensive knowledge of a full range of telecare devices and telecare monitoring providers
* A good understanding of basic budget and money advice support
* A detailed understanding of the welfare benefits system
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| **Leadership and Development** | * Management or supervisory experience desirable
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| **Skills** | * Research opportunities within the telecare and sheltered housing sector
* Able to assess and make sound judgements relating to the individual needs of a client.
* Able to use initiative to resolve problems
* Able to make and develop sound partnerships and working relationships with a range of stakeholders.
* Able to undertake ‘best value’ review of existing telecare/telecare monitoring systems
* Able to undertake options appraisals and accordingly make the necessary recommendations to NSM and Head of Housing
* Ability to develop, deliver and evaluate personal goal plans
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| **Customer Service** | * Demonstrate a positive approach to customer service (both internal and external) with a continuous improvement ethos.
* Excellent customer service skills
* Patience and the ability to stay calm in a crisis, and deal with challenging situations
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