

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

|  |  |
| --- | --- |
| Qualities |  |
| **Qualifications** | * Maths and English at GCE Level of equivalent * CioH Supported Housing desirable |
| **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 |
| **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 |
| **Leadership and Development** | * Management or supervisory experience desirable |
| **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 |
| **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 |