Newcastle
City Council

Part A
The following criteria (experience, skills and qualifications) will be used to short-list at the application stage:

Essential
- Experience (either work or voluntary) of working with vulnerable individuals and/or relevant recent certified training/qualification specific to the provision of social care
- Ability to follow work instructions and work within strict guidelines, including policies and procedures
- Ability to deal confidently, calmly and effectively with difficult situations
- Ability to work to own initiative and as part of a wider team
- Effective written skills including ability to maintain electronic and paper records
- Ability to work shifts and unsociable hours
- Understanding of issues affecting service user groups and their carers
- Ability to move and handle individuals and use specialist equipment according to set procedures (training will be provided)
- Ability to recognise risks of harm and abuse and take action to deal with this
- Ability to promote a positive customer experience
- Ability to treat everyone equally and in ways that respects diversity and difference
- Commitment to personal development
- Able to work with minimum supervision

Part B
The following criteria will be further explored at the interview stage:

- Points listed within the essential criteria in Part A
- Ability to work effectively as part of a team
- Flexible approach to work, location, duties and hours
- Ability to cope with change
- Ability to communicate effectively with service users and their carers, and ability to adapt own communication to meet needs of service users
- High level of motivation, commitment and enthusiasm to work with service user groups

Additional Requirements
Enhanced DBS Disclosure Certificate
Ability to work across locations to meet service needs
Suitability to work with service user group
Flexible approach to work, location, duties and hours including shift work and sleep-ins