



## South Tyneside Council

### CHILDREN, ADULTS AND HEALTH

#### PERSON SPECIFICATION

**POST TITLE:** Adult Social Care Adviser

**GRADE:** Band 5

|                                     | ESSENTIAL  | DESIRABLE   | METHOD OF ASSESSMENT  |
|-------------------------------------|--|---|---|
| <b>Educational Attainment</b>       | <ul style="list-style-type: none"><li>• A good standard of education including English and Mathematics (GCSE A-C) or demonstrably equivalent abilities</li><li>• Diploma in Information, Advice or Guidance or be willing to work towards this</li></ul>   | <ul style="list-style-type: none"><li>• A Social Care or related field qualification at NVQ Level 3 standard or equivalent</li><li>• Information Technology qualification</li></ul>   | <ul style="list-style-type: none"><li>• Application form</li><li>• Certificates</li></ul>                     |
| <b>Work Experience</b>              | <ul style="list-style-type: none"><li>• Experience of working with adults with care and support needs, ideally having worked in a social care team, health or similar setting. This may include people with a learning disability, autism, older people, people with physical disabilities, or mental ill-health AND/OR</li><li>• Experience of working in a setting with direct customer contact, giving information and advice to customers</li><li>• Experience of accessing electronic information sources</li></ul>                 | <ul style="list-style-type: none"><li>• Experience of working within a multi-disciplinary team</li></ul>  | <ul style="list-style-type: none"><li>• Application form</li><li>• Interview</li><li>• References</li></ul>   |
| <b>Knowledge/ Skills/ Aptitudes</b> | <ul style="list-style-type: none"><li>• A good understanding of social care and health organisations, their roles and responsibilities</li><li>• A good understanding of the issues faced by adults and their carers</li><li>• Ability to communicate effectively, demonstrating empathy, effective active listening and professional curiosity</li><li>• Ability to manage calls which may involve children and adults at risk of harm and obtain and decipher key pieces of information to be able to inform decision making</li></ul> | <ul style="list-style-type: none"><li>• Knowledge of social care legislation, guidance and practice</li><li>• Working knowledge of and relationship with local community groups and voluntary organisations</li><li>• Knowledge of Safeguarding</li></ul> | <ul style="list-style-type: none"><li>• Interview</li><li>• References</li><li>• Selection Exercise</li></ul> |

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|----------------------------|---|--|--|
|                            | <ul style="list-style-type: none"> <li>• A good understanding and knowledge of Data Protection legislation</li> <li>• Effective decision making skills which involve considering risks and needs</li> <li>• Ability to present complex information both verbally and in writing</li> <li>• framework that safeguards adults, promoting independence, health and wellbeing</li> <li>• Effective prioritisation and time management skills and planning skills ensuring deadlines are met</li> <li>• Effective problem solving skills</li> <li>• A good working knowledge and ability to use information technology and related systems, such as Microsoft Outlook, Microsoft Word, Excel and the Internet</li> <li>• Ability to contribute to the Councils aims and objectives within an overall</li> </ul>                                  | Adults at risk <ul style="list-style-type: none"> <li>•</li> </ul> |  |
| <b>Disposition</b>         | <ul style="list-style-type: none"> <li>• Committed to knowing the community you service and develop links and opportunities within it, developing positive relationships</li> <li>• Proactively looks for ways to improve the service by seeking customer feedback</li> <li>• Takes responsibility for delivering and managing work within timelines and expectations</li> <li>• Ability to work calmly under pressure</li> <li>• Committed to the principles of equality and diversity</li> <li>• High personal standards of integrity and probity</li> <li>• Flexible approach to work</li> <li>• Highly motivated towards cultural change and working for South Tyneside Council</li> <li>• Takes responsibility for obtaining regular, effective supervision to ensure effective practice, reflection and career development</li> </ul> |  | <ul style="list-style-type: none"> <li>• Interview</li> <li>• References</li> </ul>                            |
| <b>Behaviour Framework</b> | <ul style="list-style-type: none"> <li>• Committed to working within the Adults and Integrated Care Behaviour Framework of: We will do as we say; We will Focus on Solutions; We will be the best we can be</li> </ul>  |  | <ul style="list-style-type: none"> <li>• Interview</li> </ul>  |
| <b>Circumstances</b>       | <ul style="list-style-type: none"> <li>• Able to work outside of office hours as required</li> <li>• Enhanced clearance from the Disclosure and Barring Service</li> </ul>  |  | <ul style="list-style-type: none"> <li>• Application form</li> <li>• Interview</li> <li>• DBS check</li> </ul> |