



South Tyneside Council

CHILDREN, ADULTS AND HEALTH

PERSON SPECIFICATION

POST TITLE: Continuing Healthcare Commissioning Support Officer

GRADE: Band 5

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Educational Attainment	<ul style="list-style-type: none"> • Good standard of education, or equivalent level of experience in an administrative or business support role • NVQ Level 3 Diploma in Business Administration • ECDL or equivalent level of keyboard/ICT skills • Evidence of continuous personal development 	<ul style="list-style-type: none"> • NVQ Level 4 Diploma in Business Administration • Advanced ICT qualification/training 	<ul style="list-style-type: none"> • Application form • Certificates
Work Experience	<ul style="list-style-type: none"> • Experience of working with Health/Social Care Database or equivalent • A record of maintaining confidentiality and processing secure information in line with Information Security and Governance procedures • Experience of using ICT packages e.g. Microsoft Office (Outlook, Word and Excel) • Experience of building positive relations with care providers, a wide range of social care and health professionals, and service users and their families 	<ul style="list-style-type: none"> • Experience of developing and maintaining robust monitoring and data collection systems • Experience of resolving problems effectively while considering all options and implications • Experience of managing complaints sensitively and professionally 	<ul style="list-style-type: none"> • Application form • Interview • References
Knowledge/ Skills/ Aptitudes	<ul style="list-style-type: none"> • Excellent verbal and written communication skills • Understanding of working with eligibility and threshold guidance • Advisory and guiding skills • Good organisational skills • Excellent literacy and numeracy skills 	<ul style="list-style-type: none"> • Knowledge and working experience of the CHC Framework • An understanding of Health and Social Care policies and procedures • An understanding of how care providers operate to meet the needs of 	<ul style="list-style-type: none"> • Interview • References • Another form of Assessment

	<ul style="list-style-type: none"> • Understanding of and adherence to data protection and safeguarding of sensitive information. • Able to demonstrate sound judgement when making decisions in a potentially contentious arena • Comprehensive understanding of safeguarding children and adults 	both the environment and the service user <ul style="list-style-type: none"> • An understanding of the needs and pressures facing vulnerable people and their families and carers • 	
Disposition	<ul style="list-style-type: none"> • Able to work under pressure • Able to work as part of team • Flexible approach to work • Able to communicate sensitively and effectively with care providers, social care professionals and vulnerable people • Able to promote the service in a positive and professional manner. • Committed to the principles of equality and diversity 		<ul style="list-style-type: none"> • Interview • References
Circumstances	<ul style="list-style-type: none"> • Able to work outside normal office hours when required • Enhanced clearance from the Disclosure and Barring Service 		<ul style="list-style-type: none"> • Interview • DBS check