



South Tyneside Council

CHILDREN, ADULTS AND HEALTH

PERSON SPECIFICATION

POST TITLE: Commissioning Support Officer

GRADE: Band 5

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Educational Attainment	<ul style="list-style-type: none"> Educated to A Level, NVQ or BTEC standard in an appropriate discipline 	<ul style="list-style-type: none"> Appropriate IT qualifications 	<ul style="list-style-type: none"> Application form Certificates
Work Experience	<ul style="list-style-type: none"> Experience of working with Social Care Database LAS A record of maintaining confidentiality and processing secure information in an appropriate manner Experience of using IT 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 Work Based Scenario
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 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 	<ul style="list-style-type: none"> An understanding of Social Care policies and procedures An understanding of how care providers operate to meet the needs of both the environment and the service user An understanding of the needs and pressures facing vulnerable people and their families and carers 	<ul style="list-style-type: none"> Interview References

Disposition	<ul style="list-style-type: none"> • Able to work under pressure • Able to work as part of team • Able to communicate sensitively and effectively with care providers, Social Workers and vulnerable people • Able to promote the service in a positive and professional manner • Flexible approach to work • 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 • Baseline Security clearance 		<ul style="list-style-type: none"> • Interview • Baseline check