

Person Specification – Call Handler

Essential Criteria

<u>Criteria</u>	<u>Details</u>
Education/Qualifications	<ul style="list-style-type: none"> • English and Math Functional Skills at level 1/or equivalent or ability to achieve qualification • Ability to learn the requirements of the job role, to undertake training and to deliver services in line with policies and procedures i.e. health and safety at work • Ability to undertake Customer Care Training
Knowledge	<ul style="list-style-type: none"> • Computer literate and adaptable in using different software • Basic awareness of Community Care issues and demonstrates a basic understanding of the needs of vulnerable adults • Able to write legibly and clearly so that paperwork and other records are kept appropriately • Demonstrates an basic understanding of the importance of quality of care and of enabling vulnerable adults to remain safe
Experience	<ul style="list-style-type: none"> • Experience of providing high standards of customer care • Experience of working as part of a team
Key Skills and Work Related Circumstances	<ul style="list-style-type: none"> • Calm, confident telephone manner • Excellent listening skills • Excellent interpersonal skills • Good verbal and written communication skills • Able to work efficiently, effectively and professionally in a team • Commitment to Equality & Valuing Diversity principles • Able to work flexibly to meet the needs of individuals, the service and organisation.