**Person Specification**

**Job title: Caseworker**

**Note to applicant - You should pay particular attention to the essential criteria below and provide evidence of how you consider you meet them as part of your application. Failure to do so may mean that you will not be shortlisted.**

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| **Essential Criteria** | | **Method of Assessment** |
| **Experience** | Ability to develop knowledge, experience of or undertake:   * Discretionary Housing Payments * Local Welfare provision – Crisis Support * Local Welfare provision – Community Care Support | Application Form/Interview |
| Ability to develop knowledge, experience of:   * Welfare Reform Issues * Council Procedures | Application Form/Interview |
| **Skills, Knowledge, Ability (including ability**  **to develop knowledge,**  **skill or experience)** | Be able to communicate effectively verbally, in person or over the telephone, and in writing to share and obtain information | Application Form/Interview |
| Be able to provide excellent customer service by being able to delight customers and deliver high quality tailored services to meet needs and exceed expectations | Interview |
| Listens to others to assess requirements in order to respond appropriately and efficiently | Interview |
| Able to effectively use a PC to prepare documents, record information or input data | Application Form/Interview |
|  | Able to make decisions and reach conclusions | Application Form/Interview |
|  | Able to work effectively within a busy team environment, or independently | Application Form/Interview |
|  | Able to adapt to changes in colleagues, settings and working environment as well as changing working hours and working weekends | Application Form/Interview |
|  | Able to see tasks through to completion, ensuring they are completed on time or to deadlines and to a high degree of accuracy whilst also paying attention to detail | Application Form/Interview |
|  | Able to work at a fast pace and cope well with a higher level of workload | Application Form/Interview |
|  | Able to be innovative and creative | Application Form/Interview |
|  | Able to work with facts, figures and numerical data | Application Form/Interview |
|  | To demonstrate the Council’s values | Interview |
| **Work Related Circumstances/**  **Values of the Council** | Compliance with health and safety rules, regulations, and legislation | Interview |
| The ability to work outside of normal working hours to meet the needs of the service | Interview |
| Ability to meet the travel requirements of the role | Interview |
| Commitment to Equal Opportunities | Interview |