**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.

Each listed requirement will state how it will be assessed e.g. application form, interview, work-based test and certificate.

| **Essential Criteria** | | **Method of Assessment** |
| --- | --- | --- |
| **Experience** | Of working in a fast-paced office environment managing a high workload | Application form/Interview |
| Of completing work on time and to a high standard of accuracy | Application form/Interview |
| Of working with all Microsoft computer applications, especially, teams, word and excel. Able to use a PC to prepare documents, record information and input data | Application form/Interview |
| Of dealing with customers, face to face and on the telephone | Application form/Interview |
| **Skills, Knowledge, Ability (including ability**  **to develop knowledge,**  **skill or experience)** | Ability to develop knowledge and experience of:  Court of Protection  Appointeeship  Protection of Property  Contract Funeral  Financial Safeguarding  The Care Act 2014  Mental Capacity Act 2004 | Application form/Interview |
| Be able to communicate effectively using a variety of methods to share and obtain information. Listens to others to assess requirements in order to respond appropriately and effectively | Interview |
| Be able to provide excellent customer service and deliver high quality tailored service to met needs and exceed expectations | Interview |
| Able to make decisions and reach conclusions | Application form/Interview |
| Able to work with facts, figures, and numerical data | Interview |
| Able to adapt to changes in colleagues, workload and working environment | Interview |
| Able to work as part of a busy team and independently | Interview |
| Able to be emotionally resilient, not easily offended, and able to deal with criticism | Interview |
| **Work Related Circumstances/**  **Values of the Council** | Commitment to Equal Opportunities. | Interview |
| Compliance with health and safety rules, regulations, and legislation. | Interview |
| Ability to comply with the Councils values of:   * We innovate. * We enable. * We respect. | Interview |
|  | Ability to meet the travel requirements of the post | Interview |

Author D Seaman

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