



## WEST LANCASHIRE BOROUGH COUNCIL

### PERSON SPECIFICATION

<b>Job Title:</b> Lifeline Officer	<b>Grade:</b> Scale 4 (plus weekend standby payments)	
<b>Directorate:</b> Housing and Inclusion Services		
<b>Service:</b> Home Care Link		
<b>Requirements</b> <i>(on the basis of the job description)</i>	<b>Essential (E) or Desirable (D)</b>	<b>To be identified by:</b> application form (AF), interview (I), test (T), presentation (P)
<b>Qualifications</b>		
Grade C or above in GCSE Maths and English or equivalent or proven competence in these areas	E	AF
Customer service training	E	AF
<b>Experience</b>		
Experience in Windows based applications, in particular Microsoft Word and Excel or proven competence in these areas	E	AF
Experience of working within a customer focused environment; particularly working with vulnerable people	E	AF
Experience of programming and installing Telecare and Telehealth equipment	D	AF and I
<b>Knowledge/Skills/Abilities</b>		
Excellent oral and written communication skills, with a polite, efficient and courteous manner	E	AF and I
Ability to deal with people sensitively and appropriately ensuring high levels of confidentiality and professionalism	E	AF and I
Able to use own initiative, work with minimal supervision as well as being a team player with the willingness to support colleagues	E	AF and I
Have knowledge of implementing Telecare and Telehealth services	D	AF and I
<b>Other (including special requirements)</b>		
1. Commitment to Equality	E	AF and I
2. Commitment to Health & Safety	E	AF and I
3. Satisfactory Baseline Personnel Security Standard Check	E	Document Checks (includes <b>Enhanced</b> DBS)
4. The ability to fulfil all spoken aspects of the role with confidence through the medium of English language. This includes the ability to converse with ease with customers and colleagues and provide advice in accurate spoken English	E	AF and I
5. Full clean driving licence	E	AF
6. Willingness to work unsociable hours	E	AF
<b>Prepared by:</b> Tracy Rennie	<b>Date:</b> March 2019	
<b>Approved by:</b> Chris Twomey	<b>Date:</b> March 2019	