

ATTRIBUTES	PURPOSE	CRITERIA	ESSENTIAL	DESIRABLE
Physical	The ability to take action on the wide range of Key Result Areas of the role.	Measured by the ability to maintain regular effective contact with the charities CEO, other members of staff, Trustees, and external parties.	Good Health The ability to balance a calm, proactive and assertive approach. Takes a pride in own personal appearance.	Takes an interest in maintaining own health and 'well-being'. Able to move people, equipment, and loads safely.
Education and Training	To develop and maintain reasonable standards of working that support the 'Key Result Areas' of the role.	Measured by accuracy and quality of policy & compliance, administration, reporting and management of resident's welfare and the development of the community activities.	Excellent, clear written and spoken English. 'O' level standard (or equivalent) in education, or relevant experience. Good level of IT skills with demonstrable evidence of using Microsoft Office software effectively in a work environment. A knowledge of the importance of Health & Safety.	Qualification(s) in Charity, care, housing, and Health & Safety.
Experience	The ability to work unsupervised, demonstrating a balanced approach to the role.	Measured by diverse knowledge of policy & compliance, administration, reporting and management of resident's welfare and the development of the community activities.	Experience of working within the Almshouse sector, the health or social care sector, or within a housing environment. Experience of delivering high quality customer service. Experience of solving complex problems achieving positive outcomes. Experience of working with older people. A thorough understanding of the safeguarding issues for vulnerable people.	Experience in community-driven projects.  Experience in promoting community activities.
Skills and Knowledge	To be able to develop and maintain standards of personal performance against recognised 'Key Accountabilities/ Result Areas' of the role.	Measured by support provided in accuracy of timely and trusted information and reports on key result areas by effective plans, systems, and governance.	Good verbal and written communication skills. Knowledge of the Almshouse sector. Excellent customer service skills, remaining calm during difficult conversations and being empathetic. Ability to build positive relationships with residents and involve them in service delivery. Ability to work flexibly and respond quickly to changing demands while meeting deadlines. Good organisation and planning skills. Ability to assess the support and care needs of older people and work with partner agencies to meet these. Knowledge of housing and benefits advice.	Excellent level of verbal and written communication skills and assistive technologies.

<p>Personal Qualities</p>	<p>To be able to develop good working links within all areas of responsibilities.</p>	<p>Measured by accuracy and quality of both verbal and written communications. Measured by planning, organising and managing time to deliver a high quality and efficient service.</p>	<p>Has empathy with the needs of others. Able to rely upon own judgement and knows when to seek further assistance. Commitment to equality and diversity. Confidence planning and carrying out new ways to engage with residents in the community. Ability to maintain confidentiality in dealings with members of the public, professionally discrete and able to respect confidentiality. Understands professional boundaries and have a high level of personal integrity.</p>	<p>Open to learning and development for self. Commitment to the Almshouse movement.</p>
<p>Social Circumstances</p>	<p>The ability to demonstrate reasonable response outside working hours.</p>	<p>Measured by systems to cover reasonable response time</p>	<p>Ability to be flexible in working hours, and in performing a diverse range of duties</p>	<p>Attendance and support at some of Eventide Homes social functions</p>