



Person Specification

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St. Helens Council

Job Title: Careline Officer

Ref No: PECL03

Knowledge	E = Essential D = Desirable	Identified by
The Social & Personal Care needs of older people and vulnerable adults.	E	Application / Interview
Other Health/Social Care Provision	E	Application / Interview
Community Alarm Services	E	Application / Interview
Health & Safety at Work Legislation	D	Application / Interview
Knowledge of Social Services	D	Application / Interview
Skills and Abilities	E = Essential D = Desirable	Identified by
Ability to communicate both written and verbally	E	Application / Interview
Ability to prioritise in an emergency situation	E	Application / Interview
Ability to work on own initiative	E	Application / Interview
Telephone skills	D	Application / Interview
Report writing skills	D	Application / Interview
Experience	E = Essential D = Desirable	Identified by
Formal experience of working with older people or vulnerable adults	E	Application / Interview
Performing intimate personal care tasks	E	Application / Interview
Keyboards skills	E	Application / Interview
General office skills	D	Application / Interview



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Qualifications	E = Essential D = Desirable	Identified by
Minimum of NVQ level 2 in Care/Customer Care (or equivalent) or a minimum of 2 years experience of working in a control centre environment	E	Application / Certificates / Interview
CLAIT or equivalent	D	Application / Certificate
Other Circumstances	E = Essential D = Desirable	Identified by
An ability to fulfil all spoken aspects of the role with confidence through the medium of English	E	Interview
To work flexibly including weekends (24 hour rota)	E	Application / Interview
Full valid driving licence *If an applicant cannot drive as they are precluded by disability applications are still welcome. Applicants are asked to provide a statement as to how they will be in a position to alternatively meet the requirements to enable the duties to be carried out effectively and efficiently with reasonable adjustments.	E	Application / Interview
First Aid Training	D	Application / Interview
Client Handling Training	D	Application / Interview