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**Person Specification**

**Alstrom Care Coordinator   
(Family Support Service)**

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| **Achievements and Experience** | |
| **Essential Criteria** | **Desirable Criteria** |
| Experience of working with adults and/or children and young people with complex health conditions and disabilities. | Experience of working with adults and/or children and young people affected by dual sensory loss. |
| Experience of supporting families, either at home, in schools, in health and social care or in the community. | Experience of supporting families to access benefits, including EHCP’s, direct payments and personalised budgets |
| Experience of working in partnership with a range of professionals and agencies. | Experience of developing resources and services for families. |
| Experience of organising activities for people with differing needs and cultures. | Experience of organising activities for people with dual sensory loss. |

| **Knowledge Skills & Abilities** | |
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| **Essential Criteria** | **Desirable Criteria** |
| Knowledge and understanding of issues affecting children, young people and adults affected by disabilities and their families and responding to their needs | Some understanding of the complexities of rare conditions and the challenges faced by those who have a progressive visual and hearing impairment and additional medicalneeds. Trained in sighted guide. |
| Knowledge of safeguarding policies and procedures and the importance of maintaining confidentiality. | Comprehensiveknowledge of health and social care, education and other relevant legislation and guidance relating to families, children and young people. |
| Able to work independently, managing a caseload and able to prioritise. | Able to manage conflicting priorities |
| Outstanding interpersonal and communication skills. Sensitive in communicating information with individuals and families. | Knowledge and experience of alternative communication methods. |
| Able to work with professionals in a range of settings. | Knowledge of the health and social care system and experience of working in hospitals. |
| Capable and competent IT user. | Competent in the use of Microsoft Office and social media. |
| Able to develop and maintain accurate records and produce reports to deadlines. | Completion of up to date records of contact and activities in accordance with agreed standards, submitting quantitative and qualitative data for different reports. |
| Able to organise own work schedule, work flexibly and prioritise work in liaison with the Line Manager and a team. | Able to work independently and as part of a virtual, geographically dispersed team. |
| Experience of service delivery which is culturally sensitive and responsive to the needs of multi-cultural communities. | Knowledge of working with individuals and families from diverse and marginalised communities, |
| The ability to meet the travel requirements of the post. | Current clean driving licence and access to a vehicle for work use. |
| Fluent in English, with good written and verbal skills. | The ability to speak a community language. |
| Emotional resilience. Shows empathy and sensitivity. | Able to manage challenging situations. |
| Demonstrable commitment to equality and diversity. | Knowledge and experience of reasonable adjustments |
| **Education and Training** | |
| **Essential Criteria** | **Desirable Criteria** |
| Level 3 qualification or above. | A qualification in education, health or social care.  First Aid qualification  Online Safety training  Safeguarding training  Equality, Diversity and Inclusion training |

**Additional Information**

1. This role is a home-based position as part of a virtual team.

1. As a national post, this will involve travel across the midlands and occasionally on a national basis.
2. This post will require flexibility including the ability to occasionally work unsociable hours including, overnight stays, weekends and evenings.

ASUK is committed to equality and diversity. We value the contribution that everyone makes and strive to create a culture where everyone can participate.