

Person Specification

For this role the below experience, skills and knowledge are all considered to be desirable and dependent on experience we are willing to discuss which elements would be essential for the right candidate.

Experience, skills and knowledge:

- GCSE/Level 2 (or equivalent) in English and Maths
- Knowledge or experience of working within a hospital setting and/or the health and social care sector.
- Knowledge or experience of working or volunteering in a charity or a not-for-profit setting.
- Understanding of issues that can affect those who have had a hospital stay
- Experience of supporting clients in their own homes
- Comfortable in visiting hospital wards / for professional visits or client visits
- Understanding of the hospital discharge process
- Awareness of the teams/agencies involved in post-discharge support
- Knowledge of GDPR requirements and confidentiality
- Awareness of adult safeguarding issues
- Knowledge/recent use of MS Office/CRM systems (full training will be given)

Personal Attributes:

- Organised, with the ability to prioritise and multi-task.
- Ability to communicate effectively and competently liaise with health and social care professionals and clients family members.
- Ability to work to tight timescales and under pressure.
- Own transport due to the need to visit clients in their own homes.
- Willingness to work flexible hours if required (occasional evenings and weekends)
- Self-motivated, enthusiastic, good sense of humour and empathy, with the ability to work on own initiative and as part of the team.

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Please note that you should complete your application form / covering letter considering that it will be scored against the attributes, skills and knowledge listed above .

If you are unable to directly meet any of the criteria, please explain more about any transferrable skills you might have that you think would be suitable to this role. It is important to give us as much information as possible about your skill set.

Any or all of the elements could be discussed further at interview stage.

October 2025