

Person Specification

Job title:	Assistant Activity Coordinator
Job Family/ Grade/Level:	PCS1/Grade 1
Summary of role:	To assist the Activity coordinator in the delivery of meaningful activities to residents of Orchard Grove Care Home. These will be provided either in house or planned external trips/ excursions. Residents here will receive support with communication, mobility, dexterity and memory. They require assistance through activity to maximise their independence and maintain their best self. You will be involved with the planning and carrying out activities to meet individual and group needs as well as recording the individual and group outcomes of these events. The above is not an exhaustive list of duties and you will be expected to perform tasks as necessitated by the council due to service change or change in working practices.

Criteria	Essential	Desirable	Evidence
Education, qualifications & training		CAPA training	Certificate
Skills	Good Communication and organisational skills		Interview
Knowledge		Experience in working with similar client group	Work History and Interview
Other		Genuine desire to work with older people and passionate about helping others.	Interview

Competencies		Evidence
PROVIDING EXCELLENT CUSTOMER	- You treat customers fairly and consistently. - You provide a professional, polite and high quality service.	Interview /personal statement

SERVICE Customer orientation	-	• You sort out enquiries and problems promptly. • You understand how customers feel, and show this in the way that you deal with them. • You spot mistakes or problems and apologise for them. • You keep customers up-to-date, by giving them as much suitable and correct information as you can.	
MANAGING CHANGE Attitude	-	• You're happy to be told about new ideas and ways of working. • You try to see the good things that change can bring. • You're aware of your own concerns when faced with change, and understand how other people feel about it too. • You try hard to do things the new way, when things change. • You're able to cope with change and handle situations that seem unclear. • You don't mind being interrupted in the middle of a task	Interview /personal statement
PERSONAL EFFECTIVENESS - Communicating		• You get on well with people, by explaining your ideas clearly, so that they understand you. • You speak clearly and calmly, and you're tactful. • You're a good listener. • You answer questions in the right way - promptly and accurately. • You make sure that people have understood you, and they know to pass the message on to others. • You write clearly, when needed, and in a way that people can understand. • You sort out information appropriately, and write, or input, it correctly.	Interview /personal statement
DELIVERING RESULTS Motivation	-	• You know what you're good at, and what role you prefer to play within a team. • You're keen to do things, and to do them well. • You work steadily to meet your targets. • You set new targets for yourself, once you've reached the old ones. • You enjoy a challenge. • You work well, even when time is short or things are difficult. • You don't mind being told when you've done something wrong.	Interview /personal statement
PROVIDING EXCELLENT CUSTOMER SERVICE Forward thinking	-	• You find out what other people need by asking questions that can't be answered with just a 'yes' or a 'no'. • You act on your own initiative and sort out difficult situations or problems, without having to be asked. • You look at a number of different options when trying to sort out a problem.	Interview /personal statement

	• You like to hear about different ideas; you're keen to do well; and you 'go the extra mile' for people.	
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