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# Care Coordinator - Person Specification

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| Qualifications & Experience | Essential | Desirable |
| * Experience of working within healthcare or the voluntary / community sector, supporting vulnerable groups complying with best practice legislation
* Experience of working within multi-professional team environments
* Experience of supporting people, their families or carers in a related role
* Experience of data collection and using audits to measure the impact of services
* A Diploma Level 2 in Health and Social Care or equivalent qualification or working towards
* Demonstrable commitment to professional and personal development
* Ability to use Microsoft Office applications – Word, Excel, Powerpoint, Outlook
* Experience or training in personalised care and support planning
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| Knowledge and Skills  |  |  |
| * Strong organisational skills including planning, prioritising, time management and record keeping
* Strong IT skills to include Word, Excel and experience in using databases
* Ability to work collaboratively, liaising with other stakeholders as needed for the collective benefit of patients including GPs, Practice Nurses, healthcare professionals and other practice staff
* Understanding of the wider determinants of health, including social economic and environmental factors and their impact on communities, individuals, their families and carers
* Understanding of the needs of older people/ adults with disabilities/long term conditions particularly in realtion to promoting independence
* Basic knowledge of long term conditions and the complexities involved: medical, physical, emotional and social
* Ability to recognise and work within limits of competence and seek advice when needed
* Willing to travel across PCN sites if / when required
* Familiar with local resources and services and how to access them.
* Knowledge of how the NHS works including PCNs
* Knowledge of safeguarding policies and processes
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| Personal Attributes |  |  |
| * Ability to actively listen, empathise and provide personalised support in a non-judgemental way, to inspire trust and confidence and motivate people to reach their potential
* Ability to provide a culturally sensitive service, supporting people from all backgrounds and communities, respecting lifestyle and diversity
* Commitment to reducing health inequalities and proactively working with to reach people from diverse communities
* High level of written and verbal communication skills and the ability to communicate effectively both verbally and in writing, with people, their families, carers and other stakeholders
* Ability to identify risk and assess and manage when working with individuals
* Have a strong awareness and understanding of when it is appropriate to refer back to other health professionals/agencies
* Ability to maintain effective working relationships with all colleagues and to work flexibly and enthusiastically within a team or working under own initiative
* To promote collaborative working
* Ability to demonstrate personal accountability, resilience and work well under pressure
* Ability to organise, plan and prioritise under own initiative and when under pressure and meeting deadlines
* Knowledge of and ability to work to policies and procedures including confidentiality, safeguarding, information governance and health and safety
* Ability to provide motivational coaching to support people’s behaviour change
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| Other |  |  |
| * Meets DBS reference standards and criminal records checks
* Willingness to work flexible hours when required to meet work demands
* Access to own transport
* Ability to travel across the locality on a regular basis
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