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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 | √  √  √  √  √  √ | √  √ |
| 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 | √  √  √  √  √  √  √  √  √  √  √ |  |
| 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 | √  √  √  √  √  √  √  √  √  √  √ | √ |
| 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 | √  √  √  √ |  |