

Person Specification for the role of Care Coordinator

	Essential / Desirable	Method of assessment
Qualifications		
NVQ level 2 or equivalent in a related field	D	Application form / CV/completion of training
Care Certificate	E	Certificates (may be completed inhouse)
Willingness to take part in training courses	E	Interview/in house training record
Experience		
Experience of interacting or working with a variety of clients across a broad spectrum of social conditions.	E	Evidenced work history/ appraisals
Experience in using People Planner care rota software.	D	Application form / Evidenced work history/ interview / competency assessment
Experience of working in a pressured office environment where flexibility of thought is valued.	E	Application form / interview/supervisions and appraisal reviews
Ability to process scheduling issues in a logical and methodical manner.	E	Evidenced work history/ interview / competency assessment

Knowledge and abilities		
Excellent standard of oral English	E	Interview/interaction with other staff and clients
Good standard of written English	E	Application form/ completion of work related communications/ GCSE Grade 'C' or equivalent
Ability to follow instructions and local policies and procedures	E	Supervisions/appraisal
Methodical and organised approach to work	E	Previous work history
Additional requirements		
Flexibility and willingness to work occasional unsocial hours	D	Evidenced previous work history
Knowledge of, and commitment to, Inchwater Home Care ethics and values particularly in terms of quality of care and client support.	E	Appraisal/supervisions Appraisals/supervisions/evidenced work history