

PERSON DESCRIPTION

Job Role: Senior Carer / Care Co-ordinator

Employee Name: Flexicare At Home

Issue date: 04/01/2014

Criteria	Essential	Desirable	Evidence obtained from:
Qualifications / Training:	Must have NVQ level 3 diploma in Health & Social Care	NVQ Level 4 or QCF Level 5 for Health and Social Care GCSE (or equivalent) in English	Certification Application form
Management Experience	Must have supervision and/or management experience	Previous experience as a Senior Carer/ Care Coordinator	Application form Interview
Knowledge and Awareness:	Aware of people's individuality.	Awareness of: a) People's rights b) Importance of confidentiality c) Health and Safety issues d) Care Quality Commission regulations	Interview
Experience:	Evidence of team working in a healthcare / caring environment Evidence of clerical and organisational skills Evidence of good computer literacy, competent operating windows based applications, good Microsoft Office Skills	Previous experience of working as a carer in a home care setting	Application Form Interview

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Personal Attributes:	<p>Demonstrates a mature approach to role with a flexible and adaptable attitude</p> <p>Shows commitment and drive to succeed</p> <p>Innate caring and considerate nature.</p> <p>Good levels of empathy.</p> <p>Sensitive and understanding.</p> <p>Approachable.</p> <p>Positive attitude.</p> <p>Enthusiastic and passionate about the delivery of quality care/support.</p>		Interview
Behaviours:	<p>Listens to, communicates with, values and acknowledges contributions from other staff members, Clients and their relatives/friends.</p> <p>Diplomatic, self-motivated and enthusiastic with a professional attitude.</p> <p>Seeks and welcomes feedback from others and actively develops using reflective practice.</p> <p>Relates well to people at all levels and different backgrounds showing</p>	Ability to manage change	Interview

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	<p>tolerance and patience towards others.</p> <p>A good team player, with the ability to work flexibly in a diverse and demanding environment.</p>		
<p>Skills:</p>	<p>Good English (spoken and written).</p> <p>Good Communication (verbal, listening, and written).</p> <p>Ability to work as an individual or as part of a small team.</p> <p>Ability to cope with distressing/difficult situations.</p> <p>Flexible attitude.</p> <p>Relates well to people at all levels and different backgrounds showing tolerance and patience towards others.</p> <p>Able to follow policies, procedures and instruction.</p> <p>Participates in service audits</p>	<p>Ability to remain calm in crisis situations</p>	<p>Application Interview</p>
<p>Other Requirements:</p>	<p>Smart, professional appearance.</p> <p>High standard of personal hygiene.</p> <p>Honesty and integrity.</p>		<p>Application Interview</p>

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	<p>Good attendance record.</p> <p>Excellent time keeping.</p> <p>General health, physical and mental ability to undertake duties for the post.</p> <p>Commitment to develop self to enhance effectiveness of service delivery.</p> <p>Commitment to delivering a quality service.</p> <p>Act as a role model to others</p> <p>Clean driving licence and access to a car.</p>		
Training and development	<p>Must be willing to train for Health and Social Care qualifications identified by the business</p> <p>(Course costs only paid by employer)</p>		