

PERSON SPECIFICATION

Regional Home Support Service Coordinator

Experience:

- Experience of working in a supervisory role providing support and supervision to frontline staff, including responding to service users needs and adapting to changing care requirements.
- Experience of working in an administrative role with knowledge of care delivery systems, including maintaining accurate records and managing sensitive information.
- Experience of working with vulnerable individuals in a home, community or education setting.
- Experience of working with individuals with dementia.
- Experience of supporting individuals with behaviour that can challenge.

Knowledge:

- Knowledge of care coordination and rota management within a care service.
- Knowledge of health and safety, safeguarding and confidentiality in a social care context.
- Awareness of equality, diversity and inclusion in care delivery, including understanding of cultural, religious and language needs.
- Awareness of the Care Quality Commission (CQC) standards and relevant legislative frameworks.

Skills and abilities:

- Strong organisational skills with the ability to prioritise and manage a dynamic workload.
- Excellent communication skills (written and verbal), with the ability to liaise effectively with staff, service users and management.
- Ability to use electronic rostering systems and Microsoft Office applications proficiently.
- Ability to provide constructive support and guidance to staff and service users in a professional and empathetic manner.
- Capable of working both independently and as part of a wider team, with a flexible and proactive approach.
- Ability to remain calm under pressure and respond to changing priorities quickly and effectively.

Key attributes:

- A strong commitment to high-quality care and continuous service improvement.
- Professional, reliable and approachable.
- A commitment to professional development and a willingness to undertake training relevant to the role, including to provide care and support services where needed.
- Commitment to the Charity's values, mission and vision.

Qualifications:

- Relevant qualifications in Health and Social Care.