

OFFICIAL
PERSON SPECIFICATION

Post:	Home Care Co-ordinator (Out of Hours)
Job Family/ Grade/Level:	People Care and Support/Grade 4/PCS3
Summary of Role:	<p>To assess, coordinate and take action upon the immediate provision of personal and practical assistance to the service user.</p> <p>Reporting to the Area Operations Manager the main duties and responsibilities are: -</p> <ul style="list-style-type: none"> • Organising and deploying Home Care staff for the provision of care to service users • Undertaking Home Care duties including personal care when required • Providing advice, guidance and support to your team. • Co-ordinating requests for annual leave and arranging provision or relief cover when required. • Advising your Line Manager of information in relation to service users' circumstances, in line with Home Care guidelines and procedures • Co-operating with the introduction of new procedures and/or new equipment/technology associated with the role. • Any other duties as appropriate to the post and in line with the needs of the business. <p>This position is subject to membership of the PVG Scheme and registration to the Social Services Council (SSSC)</p> <p>Note: - This is a summary of the role and may be altered to reflect the changing needs of the business.</p>

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CRITERIA	ESSENTIAL	DESIRABLE	EVIDENCE
Education, Qualifications & Training		<p>Appropriate SVQ level 2 in Health and Social Care and/or equivalent professional qualification</p> <p>Full current UK driving licence.</p>	<p>Application Form</p> <p>Certificates</p>
Skills & Knowledge	<p>Ability to organise, deploy and co-ordinate staff effectively to meet the needs of service users' and the business for optimal and efficient use of resources.</p> <p>The ability to deal with emergency situations and use initiative in dealing with service users' day to day and immediate requirements.</p> <p>Ability to act as first point of contact when assessing immediate risk and circumstances by following standard procedures or escalating case</p> <p>Can deal effectively with challenging behaviour.</p> <p>Ability to interact effectively and pass on information in relation to</p>	<p>Supervisory/people management skills</p> <p>Up to date knowledge of National Care Standards</p> <p>Working knowledge of general Care Services procedures.</p>	<p>Application Form</p> <p>References</p> <p>Interview</p>

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	<p>service users and relevant operational issues where appropriate</p> <p>Practical experience of working with vulnerable people.</p> <p>Knowledge of first aid and health and safety procedures</p>		
CRITERIA	ESSENTIAL	DESIRABLE	EVIDENCE
Other	<p>Can demonstrate a high level of confidentiality at all times</p> <p>Shows an enthusiastic and positive manner</p> <p>Has an ability to work alone or as part of a team</p> <p>Demonstrates a flexible approach to the needs of the business</p>		<p>Application Form</p> <p>References</p> <p>Interview</p>

Competencies	Taking Initiative - Level 1		
Leadership	<p>Takes responsibility for actions and acts as a role model to team members.</p> <p>Uses initiative, particularly when</p>		<p>Application Form</p> <p>References</p> <p>Interview</p>

	your manager is not there.		
Competencies	Communicating - Level 1	Decision making – Level 1	
Personal Effectiveness	<p>Listens to others</p> <p>Engages with people by explaining ideas clearly, so that they have understood.</p> <p>Responds to enquiries promptly and accurately.</p> <p>Records information appropriately and correctly in a way that people can understand.</p>	<p>Takes account of the opinions of others and finds out the information needed to make the right decisions.</p> <p>You make decisions based on your understanding of the available information and know when to refer to a manager.</p>	<p>Application Form</p> <p>References</p> <p>Interview</p>
Competencies	Customer Orientation - Level 2		
Providing Excellent Customer Service	<p>Follows up requests from service users' and ensures that appropriate action is taken and issues resolved</p> <p>Ensures continuity of service as far as possible and offers alternatives if the needs of a service user cannot be met.</p>		<p>Application Form</p> <p>References</p> <p>Interview</p>
Competencies	Motivation - Level 1		
Delivering Results	<p>Keen to do things well and works well under pressure and within tight timescales.</p> <p>Accepts constructive feedback and learns from mistakes.</p>		<p>Application Form</p> <p>References</p> <p>Interview</p>