

## Care Coordinator Job Specification

Criteria	Description	Essential	Desirable	Assessment Method
<b>Personal Qualities</b>	A self-motivated individual, good at multi-tasking, working under pressure, enjoys learning and putting into practice new knowledge and skills, a team player who is also good at working on own tasks to agreed deadlines	Y		Application / Interview
	Ability to communicate with all stakeholders and adjust that communication for client, families, carers, managers and other professionals. This includes verbal, non-verbal and written communication	Y		Application / Interview
	Ability to provide a culturally sensitive service to the diverse communities of the borough we operate in	Y		Application / Interview
	Ability to express empathy and sympathy and to actively listen and be non-judgemental	Y		Interview
	Ability to demonstrate personal accountability, emotional resilience and work well under pressure and multi-tasking to meet strict deadlines	Y		Interview
	Deputising for the operational manager in their absence, and if required, representing them at external and internal Meetings, events, including chairing meetings	Y		Application / Interview
	Understanding of, and committed to equality, diversity and inclusion	Y		Application / Interview
	Understanding of, and contributing positively to, positive workplace culture	Y		Interview
<b>Experience</b>	Experience of working in an office-based role, as part of the management team, in a health or care setting	Y		Application / Interview
	Experience of managing staff, including effectively managing poor performance		Y	Application / Interview
	Experience of working as part of a team, supporting others, sharing knowledge and experience. Contributing to team discussions and actively finding solutions	Y		Application / Interview
	Experience of effectively working with Electronic Care Management systems (we use Birdie Care) and of using a scheduling /	Y		Application / Test

	rostering system, monitoring carer logging in/out and effective care notes, observations			
	Experience of managing data, setting targets, producing management reports, working toward KPIs		Y	Application / Test
<b>Skills / knowledge</b>	Excellent Communication skills (verbal, non-verbal and written). You will also have the ability to tailor your communication and adapt your delivery to ensure that you are making yourself understood to various audiences	Y		Application / Interview / Test
	Level of spoken and written English to be, at minimum Advanced standard. [Excellent, Advanced, Good, Intermediate, Beginner]	Y		Application / Interview
	Understanding and ability to speak the Hindi language will be advantageous to this job role, based on the majority of our client's language and cultural background, as Hindi is understood / spoken widely across some Asian countries and (Bangladesh, India, Nepal, Pakistan, Singapore, Middle East)		Y	Interview
	Knowledge of relevant Care legislation, CQC regulations and standards	Y		Application / Interview
	Excellent IT skills, understanding of confidentiality, Data Protection Act and GDPR	Y		Application / Test
	Skills and knowledge on how to motivate staff and support their performance, personal development and growth		Y	Interview
<b>Location</b>	Lives in London borough of Newham or surrounding boroughs	Y		Application / Interview
<b>Qualifications</b>	Level 3 Health and Social Care, equivalent or higher (or already enrolled and working toward)	Y		Application
	Care Certificate	Y		Application
	Any Management training courses such as: <ul style="list-style-type: none"> <li>• How to Manage Underperformance</li> <li>• How to Manage Conflict</li> <li>• Leading Effective Teams</li> <li>• Keeping Your Team Motivated</li> <li>• Developing Supervision Skills</li> </ul>		Y	Application
<b>Compliance</b>	Enhanced DBS check	Y		Job offer subject to
	Right to Work in the UK	Y		
	References	Y		