



Person Specification

Job Title: Domiciliary Care Co-ordinator

Date Prepared: May 2022

DETAIL	ESSENTIAL	DESIRABLE
Education and Qualifications	<ul style="list-style-type: none"> ▪ Care Certificate. ▪ QCF Level 3 Diploma in Health and Social Care. ▪ Ability to use Microsoft office applications and digital care plan software systems 	<ul style="list-style-type: none"> ▪ QCF Level 2 Award in End of Life Care or willingness to complete in first 6 months of employment.
Experience	<ul style="list-style-type: none"> ▪ Minimum 2 years' experience in a healthcare setting or other experience of supporting older people. ▪ Experience of managing/supervising staff ▪ Experience of managing rotas and covering staff absence ▪ Knowledge of current legislation and codes of practice when providing services for older people ▪ Understanding of mental capacity and deprivation of liberty safeguards ▪ Experience of assessing the needs and risks of people living in their own homes 	
Specific Skills and Knowledge	<ul style="list-style-type: none"> ▪ Demonstrates self-awareness in everyday practice including being aware of the responses of others to their actions and behaviours. ▪ Demonstrates that they are clear about their responsibility to support people to live the life they want. ▪ Able to work on their own as well as being integral to the team. ▪ Open to learning from others and willing to share knowledge and experience. 	

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| | <ul style="list-style-type: none">▪ Reflects on their own work and seeks feedback as appropriate.▪ Confidence in communicating in an open, accurate and straightforward way, using appropriate language both verbal and nonverbal.▪ Has effective communication skills that promote the needs of people who use the service.▪ Encourages and supports people who use services to express their views and needs for care and support, enabling them to participate in joint decision-making.▪ Ensures that care and support take into account a person's whole life, including physical, mental, cultural, emotional, and spiritual needs.▪ Works proactively with individual differences and preferences to achieve team outcomes.▪ Actively contributes to discussion about care and values to improve performance, using appropriate feedback.▪ Supports colleagues, people who use services, their families and carers to deliver high quality care and support.▪ Takes personal charge of key issues to ensure that quality care and support is provided.▪ Challenges appropriately and is prepared to raise concerns about quality, safety and performance.▪ Actively seeks ongoing dialogue with people who use services, their families and carers to ensure that care and support is continuously improving and designed around people's whole lives, wishes and needs. | |
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	<ul style="list-style-type: none"> ▪ Influence's others to uphold the rights and entitlement of people who use services with sensitivity. ▪ Actively seeks to understand the range of factors that determine why change is made. ▪ Contributes to improving inefficient, unnecessary, or unworkable practices. ▪ Demonstrates that they can influence others in the interests of people who use services. ▪ Assesses the effects of change on outcomes for people who use services and makes recommendations for future improvements. ▪ Finds ways to enable people who use services to gain real control over their care and support. ▪ Has an understanding of their responsibilities towards individuals, their families, and carers as well as team members in relation to safeguarding. ▪ Has an understanding of methods for supporting others to comply with health and safety policies, procedures, and practices relevant to their work. ▪ IT literacy specifically Microsoft packages. 	
<p>Personal Qualities</p>	<ul style="list-style-type: none"> ▪ Ability to use your imagination to engage others. ▪ Ability to make others smile. ▪ Ability to work from the heart. ▪ Ability to make the most of the time you have, to provide positive social interactions. ▪ To be non-judgemental towards others. ▪ Is authentically warm, genuine, trustworthy. 	

	<ul style="list-style-type: none"> ▪ Honest, reliable, consistent, and caring in all their actions. ▪ Ability to listen and respect others' points of view even if you disagree. ▪ Prepared to challenge yourself to try new things. ▪ Reflects on own work and gives and receives constructive feedback to enable team development. 	
Other Factors	<ul style="list-style-type: none"> ▪ Satisfactory DBS check. ▪ Availability to work unsocial hours i.e., early mornings, evenings, weekends, and public holidays to ensure the service is covered 365 days a year. ▪ Full and clear driving licence. ▪ Car driver with or without own transport. ▪ Committed to the Values and Vision of Morden College. 	

We reserve the right to request sight of the original documentation specified above as proof of education and qualifications.