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| **Criteria** | **Essential** | **Desirable** |
| **Qualifications** | • QFC Level 3 in Health and Social Care | Level 5 in Leadership and Management |
| **Experience** | • Experience of working with older people  • Understand care planning processes and have experience of writing care plans and risk assessments  • Experience of leading a shift  • Experience of developing strong relationships with health professionals, including GPs and social workers.  • Previous management experience in the domiciliary care sector  • An excellent understanding of CQC requirements  • Natural leadership of people, who can inspire a team and lead by example  • Good Business Acumen and enthusiasm to drive business aims forward  • Previous Experience of delivering high-quality home care services.  • Knowledge and experience in homecare software systems | Previous experience as a Care Supervisor, Care Coordinator, Scheduler or Care Planner.  Experience of and passionate about working with people with dementia. |
| **Technical Skills** | Good organisational skills  • Good leadership and management skills  • Excellent communication skills both written and verbal  • Ability to contribute to, monitor and implement changes that improvement service delivery and outcomes for residents.  • Ability to plan allocate and delegate work appropriately.    • IT Literate and sound working knowledge in Home Care software.  •Good office skills |  |
| **Personal Qualities** | • Ability to be flexible with regards to working hours.  • Builds effective and credible relationships both internally and externally.    • Works collaboratively with others, sharing ideas and information at all times.    • Effectively builds trust with a consistent approach between actions and words.  • Has the ability to raise standards through innovation and new ideas.    • Will take responsibility for issues and resolve them.  • Able to cope in difficult situations with tact and diplomacy.  • Ability to build rapport and positively influence others.  • Ability to inspire professionalism |  |