|  |  |  |
| --- | --- | --- |
| **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 |  |