

	Person Specification
Job Title	Residential Services Coordinator

Qualifications		✓
Essential		
1. Level 3 NVQ in Health and Social Care or equivalent or be willing to work towards this qualification.		A/I
2. Level 3 NVQ in Leadership & Management or equivalent or be willing to work towards this qualification.		
3. Be responsible for and actively engage in own personal development		
Desirable		
1. Level 2 English, or willing to work towards this qualification		A/I
2. Level 1 Mathematics, or willing to work towards this qualification		
Key skills		
Essential		
3. Good standards of verbal and written communication		A/I
4. Basic IT Skills. i.e. ability to use Microsoft Office, produce reports etc.		A/I
5. Ability to prioritise and manage own time to meet required deadlines		A/I
6. Ability to work collaboratively with a multi-disciplinary team		A/I
7. Ability to maintain professional boundaries		A/I
8. Ability to work in a challenging and pressured environment		A/I
9. Ability to demonstrate empathy and react with sensitivity having regard to individuals' wishes		
Desirable		
10. Ability to facilitate staff training as required and complete all necessary reporting		A/I
Experience		
Essential		
11. Working as part of a team		
12. Developing and maintaining positive working relationships with colleagues and all other stakeholder groups.		
Desirable		
13. Experience of working with people with challenging and complex needs and disabilities. This includes physical disabilities, learning disabilities, autism and challenging behaviour		A/I
Knowledge		
Essential		
14. Understanding the need for Confidentiality / Data Protection/GDPR		A/I
15. Knowledge of safeguarding children and adults procedures		
16. Knowledge of CQC Fundamental Standards		
Desirable		
17. Understanding of family-centred care		A/I
18. Understanding of complex care needs for young people to adults		A/I
19. Knowledge of the Mental Capacity Act 2005, Care Act 2014, DoLs, Health & Social Care Act 2008, Health & Safety at Work Act and their applications to work practice.		A/I
Other personal requirements		
Essential		
20. Flexibility to work the hours and days to meet the varying needs of the service. This will include early mornings, evenings and weekends.		A/I
21. A respectful and inclusive attitude when working with all stakeholder groups		

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✓ **How we intend to assess your match with our person specification**

A Application Form

C Assessment Centre

I Interview