

Person Specification
Non-clinical care coordinator (Medications Management Team)

Essential	Desirable
<p><u>Knowledge and experience</u></p> <p><u>Candidates should have:</u></p> <ul style="list-style-type: none"> • Experience and ability of working to policies and procedures • Experience of working in a multi-professional team environment • Experience of working in an administrative capacity • Experience of working with data and using this to produce lists to work from. 	<ul style="list-style-type: none"> • Knowledge of clinical systems used by medication management teams. • Experience of working directly in care coordinator role, adult health and social care or public health. • Knowledge of what a PCN is and how it operates.
<p><u>Skills and Abilities</u></p> <p><u>Candidates should be able to:</u></p> <ul style="list-style-type: none"> • Communicate effectively, both verbally and in writing, with people, their families and carers • Identify and communicate risks if they arise whilst working with individuals • Organise, plan and prioritise tasks using own initiative, including when under pressure and meeting deadlines. • Work flexibly and adapt to new challenges with a positive attitude. • Use MS Office effectively, including Word, Excel and Outlook • Collect data effectively and use tools to measure impact of services 	<ul style="list-style-type: none"> • Have experience of using clinical systems. • Hold qualifications / professional development in Microsoft 365 and clinical systems.
<p><u>Aptitudes</u></p> <p><u>Candidate should be able to:</u></p> <ul style="list-style-type: none"> • Actively listen and empathise with people, providing support in a non-judgemental way • Support people in a way that inspires trust and confidence. • Maintain effective working relationships and promote a culture of collaboration with colleagues. 	

<ul style="list-style-type: none"> • Demonstrate personal accountability, emotional resilience and ability to work in a fast-paced environments under pressure. 	
<p><u>Qualifications</u></p> <ul style="list-style-type: none"> • Demonstrate commitment to professional and personal development, and enrol, undertake or be qualified from appropriate training by the Personalised Training Institute (successful candidate will receive training unless already qualified) • Grade 4 / Grade C or above in English Language and Maths 	<ul style="list-style-type: none"> • Level 3 qualification (NVQ, BTEC, A-Level) or higher in health and social care or equivalent. • Experience or training in personalised care and support planning