

PERSON SPECIFICATION

Post: Lead Practitioner in Care

Section: Residential Care

Written by: Beryl Gillespie

Date: November 2013

Minimum essential requirements
Knowledge:
<ol style="list-style-type: none"> 1. An understanding of the needs of frail older people, including those with dementia. 2. A knowledge of the Health and Social Care Act 2008, as it relates to older people. 3. Up to date knowledge of legislative requirements relating to Health and Safety, Fire Safety and Food Safety 4. Knowledge of how to involve residents in the decision-making regarding service delivery 5. An understanding of the importance of constructive criticism and praise in helping employees develop
Skills:
<ol style="list-style-type: none"> 1. Ability to plan and organise own work-load effectively and to ensure that routine tasks are carried out promptly 2. Ability to performance manage a small team 3. Ability to provide effective direction and coaching to improve performance 4. Ability to communicate clear messages on behalf of and to members of the management team 5. Ability to communicate appropriately with a wide range of people, including residents, their families and friends, colleagues within the CHS group and social healthcare professionals 6. Ability to identify with the needs of older people 7. Ability to motivate others to work to a high standard, delivering effective, customer focused care at all times 8. Ability to keep, and audit, accurate records, including medication records, care plans and risk assessments 9. Computer literate, in Excel, Outlook, housing management system or ability to be trained to this level 10. Ability to write reports, produce/develop new forms/documents for use in a care setting

11. Ability to carry out effective investigations into practice in a care setting

Experience of:

1. Performance managing others
2. Working in a care setting
3. Training in a care setting

Behaviours: are all tested at interview

1. *Communication* – takes steps to keep others informed about what they need to know
 - Keeps people properly informed
 - Listens to comments that people make and takes them into account when communicating to groups or individuals
 - Conducts regular reviews of the opinions of all stakeholders
2. *Customer Focus* – seeks to understand the needs of internal and external customers and aims to exceed these consistently
 - Listens to and understands what customers have to say
 - Passes on relevant comments to the appropriate person when does not have the authority to handle the matter themselves
 - Ensures that team members know what is expected of them in regard to customers
3. *Developing Others* – uses all available resources to develop people so that everyone can achieve their full potential
 - Passes on the knowledge and skills learned to others who need to acquire them
 - Encourages others to apply new things that they have learned
 - Identifies the development needs of individual team members
4. *Flexible and Adaptable* – adopts a practical approach to achieve the required results
 - Looks for the benefits and ways a new idea might work before identifying potential problems
 - Understands the strengths and preferences of individuals within the team and makes the best use of them
 - Periodically reviews the practices and procedures for which responsible to see whether they are still appropriate
5. *Teamwork* – works effectively with others and ensures team objectives are met
 - Shows understanding of colleagues when they are under pressure
 - Acknowledges the good things others do
 - Is alert to and deals with current and potential conflicts within the team

Qualifications / Training:

1. NVQ or Diploma Level 3
2. Full UK driving licence and use of a car for work purposes.
3. PTTLS teaching qualification (or equivalent) or the ability & willingness to undertake this training

Special requirements:

1. The post holder must maintain satisfactory enhanced Disclosure & Barring Service clearance

2. The post holder must be eligible to work in the UK
3. The post holder must be able to drive as the role may be required to provide a service at any of the CHS Group's residential schemes and to travel to meetings and/or training venues