

**Person Specification – Resident Experience Coordinator**

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|  | **Essential** | **Desirable** |
| **Qualification** | GCSE English Language (or equivalent)  GCSE Maths (or equivalent) | L3 NVQ/QCF/RQF Health and Social Care or equivalent  L3 NVQ/QCF/RQF Customer services or equivalent  Relevant professional body membership(s). |
| **Experience & Knowledge** | Significant experience of working in social care  Proven track record in facilitating data collection.  Proven track record in the analysis and reporting of information and Key performance indicators.  Evidence of experience managing complaints and quality/performance improvement. | Knowledge of the care sector, and in particular elderly residential care with a special interest in dementia  Understanding of the Health and Social Care agenda |
| **General Aptitude** | Strong organisational skills, allowing the role holder to arrange and prioritise their own work schedule and maintain easy to access/use records  Strong verbal and written communication skills allowing the role holder to discuss complex issues and communicate appropriately via letter and e-mail with staff and third parties  Strong Interpersonal skills and the ability to motivate others  Confident in producing and working with percentages |  |
| **Specific Skills** | Excellent presentation skills  Maintain up to date knowledge with the latest legislation and legal requirements affecting the Trust and the work the Trust carries out.  Confident and competent user of Microsoft Word, Excel and Power point |  |
| **Personal Qualities** | Committed to the values of training and CPD  Able to maintain confidentiality when working with sensitive issues  Able to approach work with a flexible attitude, open to taking on new challenges  Friendly and charismatic |  |
| **General** | A full, clean driving license  Frequent travel between locations  Able to make regular overnight stays |  |