



Phoenix Health Group

PERSON SPECIFICATION

Care Coordinator		
Specification	Essential	Desirable
Education Qualifications Training	<ul style="list-style-type: none"> • Good standard of education including qualifications in English & Maths (GCSE Grade A-C) or equivalent 	<ul style="list-style-type: none"> • Course/qualification/experience in Coaching
Experience	<ul style="list-style-type: none"> • Experience of dealing with the general public effectively and sensitively. • Structuring conversations using a coaching approach. • Competent user of Microsoft Office software 	<ul style="list-style-type: none"> • Experience of working in a healthcare setting. • Use of clinical IT systems • Collaborative goal setting
Skills / Knowledge	<ul style="list-style-type: none"> • Empathic listening skills • Excellent interpersonal skills to build trust and rapport • Excellent communication skills, written and oral with the ability to communicate confidently • Effective questioning skills • Ability to handle sensitive and confidential information 	
Qualities & Attributes	<ul style="list-style-type: none"> • Responsive to changing demands • Ability to use own judgement, resourcefulness and common sense • Ability to work without direct supervision and determine own workload priorities • Ability to work as part of an integrated multi skilled team • Able to work under pressure, remaining professional at all times 	



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	<ul style="list-style-type: none">• Good time management and ability to work to deadlines and plan and prioritise effectively• Flexible to meet the demands of the post and the ability to adapt to a changing environment.• Able to work on own initiative, but recognise and ask for support when required	
Other	<ul style="list-style-type: none">• Commitment to on-going development• Good attendance record.	