

**Extra Care Manager – Person Specification.**

Factor	Essential	Desirable
<p><b>Qualifications &amp; Professional Memberships</b></p>	<ul style="list-style-type: none"> <li>• To hold an level NVQ Level 3 or above in Health and Social Care;</li> <li>• Evidence of up to date continuing professional development;</li> <li>• Safeguarding Level 3 Training.</li> </ul>	<ul style="list-style-type: none"> <li>• Relevant Health &amp; Safety Qualification;</li> <li>• Qualified First Aider at Work;</li> <li>• Fire Warden Training.</li> </ul>
<p><b>Experience</b></p>	<ul style="list-style-type: none"> <li>• Proven practitioner and management experience within the Adult Care sector;</li> <li>• Experience of working within a CQC regulated care service and of contributing to the inspection processes;</li> <li>• Experience of managing a team within a regulated service;</li> <li>• Experience of staff recruitment and selection activities;</li> <li>• Experience of people management related investigations and disciplinary processes;</li> <li>• Experience in the design and delivery of training &amp; continued professional development of staff;</li> <li>• Experience of the co-ordination and deployment of staff in response to service delivery requirements;</li> <li>• Experience of managing service user complaints;</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of building management;</li> <li>• Experience of managing within an Extra Care facility;</li> <li>• Experience of setting up tenancy agreements;</li> <li>• Experience of delivering a range of initiatives to help support innovative and meaningful engagement;</li> </ul>
<p><b>Knowledge and Skills</b></p>	<ul style="list-style-type: none"> <li>• Sound working knowledge of safeguarding policy/practice in relation to both adults and children;</li> <li>• Sound working knowledge of safe administration of medication best practice;</li> <li>• Working knowledge of the CQC regulatory framework for Home care;</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of iCareHealth software package.</li> <li>• Knowledge of current housing legislation and policy</li> <li>• Understanding of welfare benefits;</li> </ul>

**Extra Care Manager – Person Specification.**

	<ul style="list-style-type: none"> <li>• An appropriate level of expertise in the operation of standard office IT systems, including e-mail, word processing, internet and spreadsheet applications (Microsoft Outlook, Word and Excel).</li> <li>• Ability to prepare accurate, concise written reports and complete standard forms;</li> <li>• Ability to assess situations and make sound judgements on the information collected.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of building maintenance, housing management and health &amp; safety;</li> </ul>
<b>Personal Characteristics</b>	<ul style="list-style-type: none"> <li>• Able to work on own and as part of team;</li> <li>• Strong interpersonal skills;</li> <li>• Able to work in a professional manner which represents the values of the organisation at all times;</li> <li>• Ability to act under own initiative in investigating and finding appropriate solutions to problems</li> <li>• Commitment to equality of opportunity and safeguarding principles.</li> </ul>	
<b>Special Requirements</b>	<ul style="list-style-type: none"> <li>• Satisfactory completion of an Enhanced DBS check;</li> <li>• Able to work at weekends/out of office hours as and when required.</li> </ul>	