

Component 1

Assignment Title: Self-Awareness Presentation

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Student Number: 2514806

Module Code & Title: Professional Development within Health and Social Care (LCHS4009)

Lecturer: Dr Betsy Jose



JOB ROLE:

CARE COORDINATOR

Essential Skills



Care Coordinator



JOB ADVERT

Job Title: Care Coordinator

Salary: £26,000 – 28,000 per annum

Hours: 37 hours per week, Monday to Friday core hours (early and late) with participation in the on-call rota and Bank Holidays (on a rota)

Contract: Permanent

Location: Coventry, with travel across Coventry and Warwickshire for service user visits, spot checks and assessments

Confident and accurate user of digital care management and rostering systems.
Ability to use Access Care Planner, or to learn it quickly and competently within the first few weeks of appointment.

- Good understanding of safeguarding adults' principles and local referral procedures.
- Good understanding of person-centred care planning and risk assessment.
- Strong organisational skills, able to manage a busy and changing rota under time pressure.
- Clear written and verbal communication skills, including a professional telephone manner.
- Ability to make sound, practical decisions under pressure, including during on-call periods.

Qualifications

- Level 3 Diploma in Health and Social Care, or willingness to work towards this within an agreed timeframe
- Enhanced DBS with adults' barred list check or willingness to undertake this during the pre-employment process.
- Full UK driving licence and access to own vehicle.

(Carers Trust Heart of England, 2026)

SWOT- STRENGTH

Job Requirements	My current strengths based on experience
Strong organisational skills, able to manage a busy and changing rota under time pressure.	Arranged GP appointments, DN visits and continence assessments, Ordered and updated medication, updated dairies and prioritised tasks and followed up on any outstanding actions before closing them.
Clear communication skills, including a professional telephone manner.	Communicated with care staff, service users, family members and health care professionals including GPs, District nurses, Pharmacies sharing and receiving important information and responding to any queries or concerns relating to the service user.
Confident and accurate user of digital care management systems	Used the company's care system to update dairies daily, accurately recorded all communication relating to service users, prioritised tasks and followed up on any outstanding actions before closing them.
Ability to make sound, practical decisions under pressure.	Managed around 20-50 calls a day alongside other tasks, staying calm and professional while prioritising urgent or time sensitive issues and responding appropriately as situations arose.

SWOT- WEAKNESSES

Rota Management

I have helped cover individual calls when needed but haven't been responsible for building and managing full staff rota.

Care Planning & Assessments

I haven't carried out initial assessments in citizens homes or created a full care plans or completed formal service user reviews myself.

Safeguarding

I have touched on safeguarding briefly during my level 4 and dealt with minor concerns in my previous role. However potential safeguarding concerns were passed on to senior coordinators, so I need to develop my knowledge and practical skills.

Level 3 Diploma

I don't currently hold the level 3 health & social care diploma listed in the job requirements

SWOT- THREATS

Qualifications

Some vacancies may require specific care qualifications or experience I haven't developed on yet.

Competition for role

Other applicants may have more experience than me when it comes to rota management, safeguarding, completing assessment and creating care plans as mentioned in my swot weaknesses.

Driving Requirements

I've found that many domiciliary care coordinators as well as care staff prefer you to have driving licence, so this may limit the number of jobs I can apply for.

SWOT- OPPORTUNITY

Training & Education

Continue with my level 4 in Health & Social Care studies and explore further training opportunities through Skills for Care, including the level 2 Care certificate and level 3 diploma in adult care to build on my existing knowledge and develop my skills in areas where I have less experience.

Work Experience

Look for roles within domiciliary care that offer training and support alongside the role, allowing me to develop further in areas where I have less experience, such as rota management, assessments, creating care plans and safeguarding.

Driving Licence

Work toward getting my driving licence as this will allow me to take on more community-based responsibilities such as assessments and home visits.

References

Carers Trust Heart of England (2026) Care Coordinator: Job Description and Person Specification. Available at: <https://www.carerstrusthofe.org.uk/wp-content/uploads/2026/07/Care-Coordinator-2026-JD-and-PS-002.pdf> (Accessed: 12th October 2026).

Skills for Care (n.d.) Career and development. Available at: <https://www.skillsforcare.org.uk/Developing-your-workforce/Care-workforce-pathway/Career-and-development.aspx> (Accessed: 13th October 2026).

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