

PERSON SPECIFICATION
PATIENT CARE CO-ORDINATOR

1. Qualifications

Intermediate level Microsoft Office
A demonstrable commitment to professional development

2. Experience

Experience of working in a public reception environment
Experience of telephone switchboard operation
Experience of SystmOne clinical system (desirable)
Experience of Microsoft Office software
Experience of dealing with the public/patients
Experience of general administration

3. Knowledge/Skills

Excellent numeracy skills
Excellent keyboard and computer skills
Excellent communication skills

4. Qualities/Attributes

An understanding, acceptance and adherence to the need for strict confidentiality
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
Pleasant and articulate
Able to work under pressure
Able to work in a changing environment
Able to use own initiative

5. Other

Flexibility of working hours/ able to work at the desired times
Experience of Primary Care
Car driver/clean licence