**PERSON SPECIFICATION**

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| **Job Title: Patient Coordinator** |

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| **Assessment Criteria** | **Essential** | **Desirable** | **Identified** |
| **Experience** | * Experience of working as a receptionist
* Experience of working in a team
* Experience of dealing with members of the public
 | * Knowledge of EMIS and DocMan
* Working in a General Practice or other healthcare provision
* Customer service training
* Dealing with difficult customers
 | Application Form/Interview  |
| **Qualifications/Training** | Minimum of 5 GCSEs including Mathematics and English | ECDL qualification or equivalent experience (Clait, GCSE) | Application Form |
| **Interpersonal Skills** | * Good communication skills to both individuals and teams
* Approachable and responsive
 | Confidence when working within clinical environments which have an associated level of pressure | Application Form/Interview |
| **Personal Qualities/Aptitudes** | * Reliable
* Flexible – able to cover shifts when required
* Cooperative
* Able to recognise when to ask for advice or assistance
* Excellent organisation and time management
* Able to accurately input data
* Able to organize and prioritise own workload to meet varied demands
* Confident and competent using IT, including Microsoft Word and Outlook
* Able to communicate effectively and sensitively to a broad range of individuals; e.g. patients, staff, GPs
 |  | Application Form/Interview  |