**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 |