



Phoenix Health Group

PERSON SPECIFICATION

Patient Care Adviser		
Specification	Essential	Desirable
Education Qualifications Training	<ul style="list-style-type: none"> • Good standard of education including qualification in English & Maths (GCSE Grade A-C/9-4 or equivalent) 	<ul style="list-style-type: none"> • European Computer Driving License (ECDL) Level 2 (or equivalent)
Experience	<ul style="list-style-type: none"> • Competent user of Microsoft Office software • Experience of dealing with the public/patients • Working in a public reception environment 	<ul style="list-style-type: none"> • Experience of telephone switchboard operation • Experience of Medical clinical software system
Skills / Knowledge	<ul style="list-style-type: none"> • Excellent keyboard and computer skills • Excellent communication skills, written and oral with the ability to communicate confidently. • Excellent interpersonal skills 	<ul style="list-style-type: none"> • Previous experience of working within a Primary Care/Health Sector Service
Qualities & Attributes	<ul style="list-style-type: none"> • 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 across a number of sites 	



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	<ul style="list-style-type: none">• Pleasant and articulate• Able to work under pressure, remaining professional at all times• Able to adapt to a changing environment.• Able to use own initiative	
Other	<ul style="list-style-type: none">• Use of a car/able to travel between sites.• Ability to be flexible in working times to meet needs of service• Able to cover for colleagues planned and unplanned absence at all sites	