Phoenix Health Group

Person Specification

Health Care Assistant

Specification	Essential	Desirable
Education Qualifications Training	• Good standard of education including qualification in English & Maths (GCSE grade A-C, or equivalent) • Appropriate healthcare qualification/certificate	• Qualified to NVQ level 2 in Health and Social Care • Phlebotomy
Experience	• Broad knowledge and experience of a HCA role in a primary care environment • Use of clinical IT systems • Competent user of Microsoft Office software	
Skills / Knowledge	• Excellent keyboard and computer skills • Excellent communication skills, written and oral with the ability to communicate confidently. • Ability to handle sensitive and confidential information • Excellent interpersonal skills	• Knowledge of Information Governance and Caldicott Principles • Understanding of Clinical Governance
Qualities & Attributes	• 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 • Able to work under pressure, remaining professional at all times • Good time management and ability to work to deadlines and plan and prioritise effectively	

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	• Flexible to meet the demands of the post and the ability to adapt to a changing environment. • Able to work on own initiative, but recognise and asking for support when required • Trustworthy • Self-motivated	
Other	• Ability to be flexible in working times to meet needs of service • Able to cover for colleagues planned and unplanned absence • Ability to travel to other sites if required. • Good attendance record.	