



Phoenix Health Group

PERSON SPECIFICATION

Patient Care Adviser		
Specification	Essential	Desirable
Education Qualifications Training	• Good standard of education including qualification in English & Maths (GCSE Grade A-C/9-4 or equivalent)	• European Computer Driving License (ECDL) Level 2 (or equivalent)
Experience	• Competent user of Microsoft Office software • Experience of dealing with the public/patients • Working in a public environment	• Experience of telephone switchboard operation • Experience of Medical clinical software system
Skills / Knowledge	• Excellent keyboard and computer skills • Excellent communication skills, written and oral with the ability to communicate confidently. • Excellent interpersonal skills	• Previous experience of working within a Primary Care/Health Sector Service
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 across a number of sites	



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PERSON SPECIFICATION

	• 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	• 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	