



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 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	