



PHOENIX HEALTH GROUP

PERSON SPECIFICATION

PCA

	Essential	Desirable
Qualifications	Good standard of education including qualification in English & Maths (Grade A-C, or equivalent)	European Computer Driving License (ECDL) Level 2 (or equivalent)
Experience	<p>Competent user of Microsoft Office software</p> <p>Experience of dealing with the public/patients</p> <p>Working in a public reception environment</p>	<p>Experience of telephone switchboard operation</p> <p>Experience of Medical clinical software system</p>
Knowledge/ Skills	<p>Excellent keyboard and computer skills</p> <p>Excellent communication skills, verbal and written</p>	Previous experience of working within a Primary Care/Health Sector Service
Qualities/ Attributes	<p>An understanding, acceptance and adherence to the need for strict confidentiality</p> <p>Ability to use own judgement, resourcefulness and common sense</p> <p>Ability to work without direct supervision and determine own workload priorities</p> <p>Ability to work as part of an integrated</p>	

	<p>multi-skilled team</p> <p>Pleasant and articulate</p> <p>Able to work under pressure, remaining professional at all times</p> <p>Able to adapt to a changing environment</p> <p>Able to use own initiative</p>	
Other	<p>Ability to be flexible in working times to meet needs of service</p> <p>Able to cover for colleagues planned and unplanned absence</p>	