Personal Specification

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| **Job title:** | Health Care Assistant Improving Access Services |
| **Location:** | Various Host Sites Brighton and Hove |

You will be assessed according to the extent in which you meet these qualities/skills and how well matched you are to our core beliefs and commitments.

Please note the methods of assessment which are:

A = application

I = interview

C = certificate

T = test

Some flexibility may be exercised in the application of the criteria outlined above where a disabled candidate covered by the DDA is unable to meet certain parts of the specification because of their disability. Candidates who this applies to should outline details on their application form. This information will be assessed on an individual basis throughout the selection process.

| **Requirement** | (E)ssential / (D)esirable | Method of assessment (see note to applicants) | On the job training provided? |
| --- | --- | --- | --- |
| *Criteria 1: Qualifications* |
| Health Education England/Skills for Health Care Certificate | D | A, C |  |
| Current General Practice experience | E | A, I |  |
| Specialist courses appropriate to primary care, eg:, immunisation, phlebotomy, wound care, infection control management etc.. | D | A, C |  |
| *Criteria 2: Personal Qualities* |
| Able to communicate effectively face to face and on the telephone with a range of people in a range of situations.  | E | I |  |
| Excellent interpersonal skills. | E | I |  |
| Excellent communication skills and ability to present information to others in a user-friendly format. | E | I |  |
| Team working skills. | E | I |  |
| Ability to handle difficult people and conflict, respecting the views and opinions of others. | E | I |  |
| Good sense of humour | D | I |  |
| *Criteria 3: Experience and job related knowledge* |
| Ability to provide quality patient care, responsive to needs. | E | A, I |  |
| PC literate | E | A, I |  |
| Understanding of TPP SystemOne or EMIS computer system and read code usage in general practice. | E | A, I |  |
| Knowledge of current primary care organisational policy and national legislation. | E | I |  |
| Ability to work in a multi-disciplinary environment. | E | I |  |
| *Criteria 4: Other Requirements* |
| Able to show understanding of issues relating to equal opportunities | E | I |  |
| Ability to travel between healthcare sites as appropriate to job role  | D | I  |  |
| To be able and willing to work flexible hours depending on the needs of the service  | D | I  |  |