

Personal Specification

Job title:	Senior Patient Care Advisor - SMSKP
Location:	Here, 4 th Floor, 177 Preston Road, Brighton BN1 6AG

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			
Educated to NVQ Level 3, Certificate of Higher Education and/or equivalent experience.	E	A, C	
Criteria 2: Personal Qualities			
Substantive experience in an administrative role	E	A, I	
Of working with a professional team	E	A, I	
Of coordinating work within a team to meet objectives	D	A, I	
Of complying with patient confidentiality and Data Protection requirements	D	A, I	Y
Of NHS admissions/outpatient department procedures	D	A, I	Y
Of patient administration systems and/or	D	A, I	Y

Requirement	(E)ssential / (D)esirable	Method of assessment (see note to applicants)	On the job training provided?
appointment booking systems			
Of customer care or similar service industry practices	E	A, I	Y
Intermediate level use of Word, Excel, and basic Access skills	E	A, I	
Of documenting clear and concise process notes	D	A, I	
Fast and accurate keyboard skills to RSA III or equivalent	E	A, I	
Of dealing with upset or difficult patients by telephone	D	A, I	Y
Criteria 3: Experience and job related knowledge			
Able to communicate effectively face to face and on the telephone with a range of people in a range of situations.	E	I	
Excellent telephone manner - Manages calls in a professional way	E	A	Y
Good listening skills with an ability to maintain focus, recognise possible distractions and ignore/deal with them	E	A, I	
Able to coordinate and prioritise work of a team to ensure deadlines and targets are met	E	A, I	
Able to plan and organise own work effectively and work under own initiative to achieve key performance indicators for Here, and meet demanding deadlines	E	I	
Able to apply sometimes complex clinical guidelines to individual patient referral letters to determine onward service selection	E	I	Y
A meticulous approach to paperwork and to data entry	E	A, I	
Able to write clear, concise, grammatically accurate letters and reports	E	A, I	
Able to summarise referral numbers into accurate performance reports	E	I	
Criteria 4: Skills			
e-Referral Service	D	A	Y
Hospital and care appointments systems	D	A	Y
Medical terminology	D	A, I	Y
Systems and processes within the healthcare sector	D	A, I	Y
Principles of care e.g. First do no harm and patient confidentiality	D	A, I	Y

Requirement	(E)ssential / (D)esirable	Method of assessment (see note to applicants)	On the job training provided?
Using Databases/ paper filing systems to ensure efficient management of processes	E	A, I	Y
<i>Criteria 5: Other Requirements</i>			
Proven record of good timekeeping and attendance	E	I	
Able to show understanding of issues relating to equal opportunities	E	I	
Tact and diplomacy	E	I	
Ability to travel between healthcare sites as appropriate to job role	E	A, I	
To be able and willing to work flexible hours i.e. late rota	E	I	