

Job title:	Patient Care Advisor
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, I	
Criteria 2: Personal Qualities			
Proven record of good timekeeping and attendance	E	A, I	
Able to show understanding of issues relating to equal opportunities	E	I	
To be able and willing to work flexible hours i.e. late rota	E	I	
Criteria 3: Experience and job related knowledge			
Previous experience in an administrative role	D	A, I	
Previous experience of working with a professional team	D	A, I	

Requirement	(E)ssential / (D)esirable	Method of assessment (see note to applicants)	On the job training provided?
Previous experience of complying with patient confidentiality and Data Protection requirements	D	A, I	Y
Previous experience of NHS admissions/outpatient department procedures	D	A, I	Y
Previous experience of patient administration systems and/or appointment booking systems	D	A, I	Y
Previous experience 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	Y
Fast and accurate keyboard skills to RSA III or equivalent	E	A, I	
Previous experience of dealing with upset or difficult patients by telephone	D	A, I	Y
Criteria 4: Skills			
Able to communicate effectively face to face and on the telephone with a range of people in a range of situation	E	A, I	
Excellent telephone manner - manages calls in a professional way	E	A, I	
Good listening skills with an ability to maintain focus, recognise possible distractions and ignore/deal with them	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	A, I	
Able to apply sometimes complex clinical guidelines to individual patient referral letters to determine onward service selection	D	A, I	Y
High attention to detail	E	A, I	
Able to summarise referral numbers into accurate performance reports	D	A, I	Y
Criteria 5: Other Requirements			
Experience of working with the ERS system (NHS)	D	A, I	Y
Experience of working with SystemOne	D	A, I	Y
Experience of working with patient diagnostics	D	A, I	Y