

PERSON SPECIFICATION

CRITERIA REQUIRED	ESSENTIAL	DESIRABLE
Qualifications & Training	<p>Excellent communication both written and verbal</p> <p>Educated to GCSE, O' Level or CSE equivalent</p> <p>Computer literate: able to operate Microsoft Word, Excel and other Office applications to maximise the efficiency of the service/ admin processes</p> <p>Ability to proactively identify own training needs and identify training opportunities</p>	<p>A levels/further education.</p> <p>Typing qualification or experience</p> <p>NVQ Level 3 Care Award or equivalent or completion of Care Certificate or HCA development programme</p> <p>Willingness to undertake cystic fibrosis education and further training.</p>
Knowledge & Experience	<p>Understands the need for strict confidentiality.</p> <p>Understands and committed to a caring approach to patients & relatives.</p>	<p>Experience of working with CYP and families.</p> <p>Experience of working in a customer/ patient focused environment</p> <p>Experience of teaching new skills to patients or willingness to learn this skill.</p>
Values	<p>Values and respects others, treats everyone as an individual, is non-judgemental</p> <p>Motivated to be genuinely kind and caring</p> <p>Helps and co-operates with colleagues</p> <p>Pro-active and takes responsibility</p> <p>Willing to learn, open to change</p> <p>Motivated to make a difference in whatever way they can</p>	

	Takes pride in themselves, their appearance, their role and where they work.	
Specific Skills	<p>Able to type correspondence with medical terminology accurately and in a timely manner</p> <p>Able to demonstrate an empathetic and caring approach to patients and relatives and work so that patients' dignity & respect is maintained at all times.</p> <p>Act as an advocate for CYP at all times.</p> <p>Able to prioritise and organise own workload effectively</p> <p>Able to work under own initiative within boundaries of role.</p> <p>Demonstrates awareness of importance of working as part of a team and ensuring a consistent team approach is maintained.</p> <p>Able to continue development through appraisal and ongoing supervision</p> <p><u>Communication</u> Possess excellent verbal and written communication and presentation skills and the ability to apply these to maintain effective relationships with staff, patients and relatives.</p> <p><u>Other</u> Experience of hospital office procedures, including filing, photocopying, message taking,</p>	Previous experience of online patient record system (Millennium) and ordering of equipment via Unit4

	typing, arranging appointments	
Physical Skills & Effort Emotional Effort	<p>Able to deal with families under stress.</p> <p>Moving / manual handling of equipment</p>	Experience of moving / manual handling of equipment
Requirements due to Working Environment	<p>Ability to travel across the geographical caseload area is essential.</p> <p>Involves risk of verbal aggression from patients & relatives</p> <p>Set working days; Tuesday and one other day to be confirmed.</p>	