

## PERSON SPECIFICATION

	<b>Essential</b>	<b>Desirable</b>
<b>Education/Qualifications</b>	GCSE or equivalent in Maths and English	IT Qualifications
<b>Experience</b>	<p>Experience using the telephone in a professional setting.</p> <p>Experience dealing with the public in a professional setting.</p> <p>Good level of IT literacy: able to use Microsoft packages confidently.</p>	<p>Previous experience working in a healthcare setting.</p> <p>Administrative experience.</p>
<b>Skills, Knowledge and Abilities</b>	<p>Previous experience working as part of a team and on own initiative.</p> <p>Excellent communication skills, able to demonstrate examples of having dealt with challenging situations in the past.</p> <p>Ability to be self-motivated and proactive.</p> <p>Good organisational skills and attention to detail.</p> <p>A flexible and positive attitude, willing to learn and progress within the role.</p> <p>Able to demonstrate a good understanding of the principles of data protection and patient confidentiality.</p> <p>Able to adopt a sensitive approach to difficult situations when dealing with patients and relatives.</p>	<p>Previous experience on a hospital computer system.</p> <p>Experience of working with patients.</p> <p>Experience of working with sensitive data in accordance to Data Protection policies.</p>

## **Equal Opportunities**

It's required at all times to carry out individual responsibilities with due regard to the Trust Equal Opportunities.

## **Risk Management**

The management of risk is the responsibility of everyone and will be achieved within a progressive, honest and open environment.

Staff will be provided with the necessary education, training and support to enable them to meet this responsibility.

Staff should be familiar with the

- Major Incident Policy
- Fire Policy
- Manual Handling Policy

## **Confidentiality**

Attention is drawn to the confidential aspects of this post. Any breach of confidence may result in disciplinary proceedings, which could result in dismissal and may also result in civil action for damages.

## **Responsibilities for Health & Safety**

The post holder is responsible for ensuring that all duties and responsibilities of this post are carried out in compliance with the Health & Safety at Work Act 1974, Statutory Regulations and Trust Policies and Procedures. This will be supported by the provision of training and specialist advice where required.

## **Infection Control**

Infection Control is everyone's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trusts' Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times thereby reducing the burden of Healthcare Associated Infections including MRSA.

All staff employed by the ORH Trust has the following key responsibilities:

- Staff must wash their hands or use alcohol gel on entry and exit from all clinical areas and/or between each patient contact.
- Staff members have a duty to attend mandatory infection control training provided for them by the Trust.
- Staff members who develop an infection (other than common colds and illness) that may be transmittable to patients have a duty to contact Occupational Health.

**This job description is not intended to be exhaustive. The post holder will be expected to adopt a flexible attitude towards these duties, which may have to vary subject to the needs of the Oxford Radcliffe Hospitals NHS Trust and in keeping with the general profile of the post. The job description does not form part of the contract of employment.**