

PERSON SPECIFICATION

**OUR VISION: 'TO BE THE LEADING HEALTH AND WELLBEING SERVICE IN
THE PROVISION OF MENTAL HEALTH AND COMMUNITY CARE'**

Job/Position Title:	Ward Clerk
Department/Location:	Rochford Hospital
Grade/Band:	3

Criteria for Selection	Essential	Desirable	Measurement Application Form - AF Interview - IN Assessment - AS
Education/Qualifications <ul style="list-style-type: none">• Good standard of general education• IT skills equivalent to RSA2, NVQ2 or relevant experience of Microsoft Word Packages	<div>✓</div> <div>✓</div>		AF
Knowledge <ul style="list-style-type: none">• Literate in IT/Computer Skills• Good oral communication skills based on fluency on the English Language• Ability to assist both patients and clinical colleagues with non-clinical information relating to community appointments• Methodical organised approach to work with good attention to details	<div>✓</div> <div>✓</div> <div>✓</div>		AF/IN/AS

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<ul style="list-style-type: none"> Ability to use Microsoft Word Packages <p>Knowledge of Trust ITT Systems and Software Packages, including Mobius/Q-Flow/SystmOne</p>	✓ ✓	✓	
Skills/Experience <ul style="list-style-type: none"> General administration Ability to communicate both verbally and in writing routine information <p>Proven experience of working in the NHS in a clerical role</p>	✓ ✓	✓	IN/AS
Personal Qualities <ul style="list-style-type: none"> Shares the Trust's Beliefs and models this in their attitude and behaviour Customer Focused with a calm and empathetic persona, good listener, patient and diplomatic Ability to engage with people at all levels (i.e. patients and clinicians) Ensures that the organisational values of open, compassionate and empowering are demonstrated by 	✓ ✓ ✓		IN

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<p>self and others every day and that any matters of concern are addressed in a timely way, either directly; or raised with the relevant Line Manager; or through the relevant processes within the Trust as appropriate.</p>	✓		
<p>Additional Qualities</p> <ul style="list-style-type: none"> • Current driving licence • Ability to travel across sites and across Trust boundaries to attend meetings, etc. • Smart appearance articulate with pleasant manner and confident and calm under pressure <p>Flexible approach to work</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>		AF/IN