

## Person specification (AFC: JM168/21)

<b>Post</b>	<b>Patient Pathway Co-ordinator</b>	<b>Band</b>	<b>4</b>
<b>Dept/ward</b>	Patient Access		

Essential = E Desirable = D		E or D	Application form	Interview
<b>Milton Keynes Hospital Standards</b>	Demonstrable ability to: <ul style="list-style-type: none"> <li>• Treat everyone with Respect, courtesy, and kindness</li> <li>• Provide timely care and attention</li> <li>• Listen, inform, and explain</li> <li>• Involve you as part of the team and work together</li> <li>• Are reassuringly professional</li> <li>• Provide and maintain a clean and comfortable environment</li> </ul>	E E E E E E	A A A A A A	
<b>Qualifications and knowledge</b>	<ul style="list-style-type: none"> <li>• Good general education including English at GCSE (Grade C or above) or equivalent.</li> <li>• NVQ Level 3 or relevant equivalent experience</li> <li>• Strong IT skills in relation to Microsoft packages.</li> <li>• ECDL qualification or equivalent.</li> </ul>	E E E D	A A A A	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Customer care work experience or previous clerical experience.</li> <li>• Ability to input and retrieve information on a computerised system whilst adhering to complex local and national policies and</li> </ul>	E E	A A	I

	<p>guidelines accurately and efficiently.</p> <ul style="list-style-type: none"> <li>• Experience of handling inbound and outbound telephone calls of a potentially sensitive nature whilst recording information accurately into multiple electronic data systems.</li> <li>• Experience of transcribing dictation or copy typing.</li> </ul>	E  D	A	
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Excellent word processing skills / computer skills.</li> <li>• Evidence of working under pressure to tight deadlines and deal with difficult situations e.g., patients, public and visitors.</li> <li>• Good administrative skills.</li> <li>• Strong organisational skills with ability to prioritise.</li> <li>• Good attention to detail.</li> <li>• Ability to make decisions using own initiative.</li> </ul>	E E  E E  E E	A  A  A A  A A	I
<b>Personal and people development</b>	<ul style="list-style-type: none"> <li>• Willingness to attend training sessions to develop self and improve service provided to patients.</li> </ul>	E	A	
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Effective verbal and written communication skills.</li> <li>• Good telephone manner.</li> <li>• Good all round communication skills.</li> <li>• Good customer service skills.</li> </ul>	E  E E  E	A  A A  A	I
<b>Specific requirements</b>	<ul style="list-style-type: none"> <li>• Able to perform the duties of the post with</li> </ul>	E		

	reasonable aids and adaptations.			
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