

SOUTH CENTRAL AMBULANCE SERVICE NHS FOUNDATION TRUST

Person Specification – HOSPITAL LIASION OFFICER (NEPTS)

Specification	Criteria	Method of Assessment
Qualifications and Training	<u>Essential</u> <ul style="list-style-type: none"> Supervisory or management qualification to NVQ3 level or equivalent experience or study towards a relevant qualification 	<ul style="list-style-type: none"> A
	<u>Desirable</u> <ul style="list-style-type: none"> Computer qualification 	<ul style="list-style-type: none"> A
Knowledge and Experience	<u>Essential</u> <ul style="list-style-type: none"> Thorough working knowledge of ambulance services Thorough working knowledge of NEPT Services Strong working knowledge of appropriate information systems e.g. Client information databases Customer service or patient experience Experience of continual improvement Experience of complaint and incident procedures to promote a culture of continual improvement Experience of dealing with poor performance and remedial actions Working knowledge of governance e.g. Health and Safety, Clinical, Freedom of Information, Confidentiality Evidence of Supervisory / management experience <u>Desirable</u> <ul style="list-style-type: none"> Knowledge of the Berkshire Consortium Contract Knowledge of the NHS Knowledge of SCAS Policies and Procedures i.e Sickness absence management, Appraisal and Personal Development 	<ul style="list-style-type: none"> A & I A & I A & I A & I A & I A & I A & I A & I A & I A & I A & I A & I

Skills and Aptitudes	<u>Essential</u> <ul style="list-style-type: none"> • The ability to plan and prioritise own workload • The ability to deliver localised training sessions to support the Patient Transport Service 'On-line' systems • Excellent communication skills - verbal and written - with the ability to explain decisions made • Ability to work under own initiative • Must be able to remain calm under pressure • Must be able to demonstrate the ability to work as part of a team. • Self-motivated • Ability to make decisions based on impact assessment 	<ul style="list-style-type: none"> • I • I • A & I • I • I • A & I • I • A & I
Physical Requirements	<u>Essential</u> <ul style="list-style-type: none"> • VDU Work • Standard keyboard skills • Able to travel to other locations as required <u>Desirable</u> <ul style="list-style-type: none"> • Driving skills 	<ul style="list-style-type: none"> • A • A • A
Special Requirements	<u>Essential</u> <ul style="list-style-type: none"> • Ability to work autonomously with minimal supervision • DBS check required (enhanced) • Ability to deal with patients and members of the public with dignity and respect 	<ul style="list-style-type: none"> • I

ASSESSMENT METHOD: **A** = APPLICATION FORM **P** = PRESENTATION **I** = INTERVIEW **T** = TEST

All candidates will be subject to OH clearance and also DBS and professional registration checks where applicable and any other requirements for employment in the NHS in line with national guidance.