



Person Specification

Regional Health Control Desk (RHCD) Coordinator

Criteria		Essential/ Desirable
Qualifications and Education	C3 familiarisation	D
	AMPDS/Dispatch ECC or IHCD Operational qualification.	D
Skills and Abilities	Excellent verbal and written communication skills.	E
	Report writing abilities	D
	Ability to manage a heavy workload and work effectively during busy periods	E
	Analytical and problem solving skills	E
	Decision making	E
	Planning and organisational skills	E
	Self-motivated with good time management skills.	E
Knowledge and Experience	An understanding of Capacity Management Systems	D
	Dealing with varying levels of staff within the Wider Health Economy during times of increased demand/pressure.	D
	Active involvement/understanding of roles within Major Incident.	D
	Two years Operational or ECC experience.	D



Personal	Ability to work effectively in a pressurised environment and maintain confidentiality	E
	Ability to follow protocols and procedures	E
	Be smart and presentable	E
	Flexible approach to work due to the unsocial hours that the post requires	E