



## Person Specification

<b>Job Title:</b>	Care Navigator/Medical Receptionist
<b>Date:</b>	July 2023

<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
Good standard of general education, including: GCSE English or equivalent	✓	

<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>
Experience of working with the public, face-to-face and by telephone	✓	
Experience of working in a health care setting	✓	
Experience of working within a busy office environment		✓
Experience of Team working	✓	

<b>Knowledge</b>	<b>Essential</b>	<b>Desirable</b>
Excellent communication skills (Written & Oral)	✓	
Excellent IT skills	✓	
Effective time management (planning & organising)	✓	
Ability to prioritise, delegate and work to tight deadlines in a fast-paced environment	✓	
Knowledge of Systmone		✓

<b>Skills and Abilities</b>	<b>Essential</b>	<b>Desirable</b>
Ability to work under pressure	✓	
Proven problem solving & analytical skills	✓	
Ability to use initiative and judgement	✓	
Excellent attention to detail.	✓	
Self-motivating and able to work with minimal supervision	✓	

<b>Personal qualities</b>	<b>Essential</b>	<b>Desirable</b>
Flexibility to work outside core office hours	✓	
Polite and confident	✓	
Flexible and cooperative	✓	
Excellent interpersonal skills	✓	
Motivated and proactive	✓	
Maintains Confidentiality	✓	