

## Person Specification - Care Navigator (Receptionist)

	<b>Desirable</b>	<b>Essential</b>
<b>Qualifications/ education</b>	<ul style="list-style-type: none"> <li>• Reception or service type qualification eg hotel type reception services qualification or public service</li> <li>• Good basic education to GCSE level or equivalent</li> <li>• ECDL or similar</li> </ul>	<ul style="list-style-type: none"> <li>• Good basic education to GCSE level or equivalent</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Dealing with the public in situations of potential conflict/stress</li> <li>• Dealing with the public both face-to-face and on the phone</li> <li>• Dealing with large volumes of reception and administrative work</li> <li>• Inputting data</li> <li>• Primary care</li> </ul>	<ul style="list-style-type: none"> <li>• Dealing with the public in a retail, commercial or public sector role</li> <li>• Front line work in a very customer focused industry eg: retail or service industry</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Caldicot and Information governance</li> <li>• Basic working knowledge of GDPR, Data Protection issues and principles</li> <li>• Basic working knowledge of Emis Web clinical software, and Emis Appointments software</li> </ul>	<ul style="list-style-type: none"> <li>• IT-literate and with basic knowledge of web based and windows based systems</li> </ul>
<b>Skills and abilities</b>		<ul style="list-style-type: none"> <li>• Able to multi-task and prioritise</li> <li>• Use of email</li> <li>• ability to converse, provide advice, and to understand, interpret and input data in accurate written and spoken English</li> <li>• a willingness to learn new skills</li> <li>• attention to detail</li> </ul>
<b>Personal attributes</b>		<ul style="list-style-type: none"> <li>• Willingness and flexibility to work extra hours on occasions</li> <li>• Excellent people skills including dealing with challenging people</li> <li>• Calm and well organised under pressure</li> <li>• empathetic</li> <li>• Honesty</li> <li>• punctuality</li> <li>• Excellent communication skills</li> </ul>