



St Cuthbert's Hospice

Making every day count since 1988

Person Specification

Post Title: Clinical Administrator		Grade	Department: Clinical	
Criteria relevant to the job	Essential Requirements necessary for safe and effective performance in the job	Method of Assessment	Desirable Where available, elements that contribute to improved/immediate performance in the job	Method of Assessment
Qualifications and Training	Good standard of general education including GCSE in Maths and English Ability to input data accurately/efficiently ECDL/RSA II or equivalent in typing/word processing or willing to undertake qualification within an agreed timescale	Application form	NVQ 2 in customer care or administration	Application form
Experience	Previous experience of working in a clerical environment Experience in dealing with the public Word processing/data input experience	Application form Assessment	Previous administrative experience within clinical/care setting	Application form

<p>Skills and Knowledge</p>	<p>Good communication and interpersonal skills</p> <p>Ability to relate at all levels</p> <p>Demonstrate awareness of confidentiality issues</p> <p>Assertiveness skills</p> <p>Clear role boundaries</p> <p>The ability to prioritise workload effectively</p> <p>Good organisational skills</p>	<p>Application form/interview</p> <p>Interview</p>	<p>Knowledge of Microsoft office, in particular word</p> <p>Knowledge of patient information systems</p>	<p>Application form</p> <p>Application form</p>
<p>Personal Attributes</p>	<p>Portray a professional image</p> <p>Embrace and demonstrate the Hospice values</p> <p>Maintain confidentiality and discretion at all times</p> <p>Attention to detail</p> <p>Team player</p> <p>Ability to share working space</p> <p>Self motivated</p> <p>Non judgemental in approach</p> <p>Flexible approach to working</p>	<p>Interview</p>		
<p>Special Requirements</p>				

Signature of Post holder: **Date:**

Signature of Manager: **Date:**