

The post-holder should recognize the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognize people's needs for alternative methods of communication and respond accordingly

Contribution to the Implementation of Services:

The post-holder will:

- Apply Practice policies, standards and guidance
- Discuss with other members of the team how the policies, standards and guidelines will affect own work
- Participate in audit where appropriate

PERSON SPECIFICATION

Criteria	Essential	Desirable
Qualifications	GCSE Maths and English	IT qualification
Skills/competencies	Good IT skills Able to build positive relationships Good organisational skills	
Knowledge	Good knowledge of health and social care	Voluntary sector or community services
Previous experience	Working in a patient/customer facing role	General practice or other health/social care experience
Personal qualities (for example, self-motivation)	Positive outlook Willing to learn and develop skills	