

## **Billericay Medical Practice**

### **Person Specification – Care Co-ordinator**

<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
Educated to degree level in healthcare or business		✓
Excellent standard of education with excellent literacy and numeracy skills	✓	
<b>Experience</b>		
Experience of working with the general public	✓	
Experience of working in a healthcare setting	✓	
Experience of successfully developing and implementing projects		✓
Experience of using SystmOne clinical system		✓
Experience of CQC regulations and procedures		✓
Experience of complaints management		✓
Experience of prioritising daily workloads	✓	
Experience of working in a team	✓	
<b>Skills</b>		
Excellent communication skills ( written, oral and presenting)	✓	
Excellent leadership skills	✓	
Strong IT skills ( Microsoft Office and financial packages)	✓	
Ability to prioritise and work to tight deadlines in a fast-paced environment	✓	
Proven problem solving and analytical skills	✓	
Ability to develop, implement and embed policy and procedure	✓	
<b>Personal qualities</b>		
Polite and confident	✓	
Sensitive and empathetic in distressing situations	✓	
Ability to work under pressure	✓	
Excellent interpersonal skills	✓	
Motivated and proactive	✓	
Patience, empathy and compassion	✓	
<b>Other requirements</b>		
Flexibility to work outside core office hours	✓	
Disclosure Barring Service check (DBS)	✓	
Always maintain confidentiality at all times	✓	