

# Person Specification

**Job Title: HEALTHCARE ASSISTANT**

**Division/Department: MEDICINE**

**Band: 2**

Criteria	Essential	Desirable	Stage Measured at A – application I – Interview T – Test
<b>Commitment to Trust Values and Behaviours</b>	Must be able to demonstrate behaviours consistent with the Trust's "We are here for you" behavioural standards		Interview
<b>Training &amp; Qualifications</b>	Level of education to be assessed prior to interview	NVQ / QCF 2 in Healthcare ECDL	Application Form Interview
<b>Experience</b>	Previous experience in dealing with customers, patients or clients in a work environment	<b>Previous experience in a health or social care setting</b>	Application Form Interview
<b>Communication and relationship skills</b>	Demonstrate clear and effective written and verbal communication skills Good telephone skills Ability to pass on information accurately	<b>Demonstrate Computer literacy &amp; use of IT skills – e.g. e-mail</b>	<b>Application Form Interview</b>

<b>Analytical and Judgement skills</b>	Understand the importance of instructions and written procedures		<b>Application Form Interview</b>
<b>Planning and organisation skills</b>	Demonstrate effective time management skills		<b>Application Form References Interview</b>
<b>Physical skills</b>	Capable of using equipment within a work environment under supervision	Evidence of moving and handling training	<b>Application Form Interview</b>
<b>Other requirements specific to the role (e.g. be able to drive or work shifts)</b>			