

## PERSON SPECIFICATION

<b>JOB TITLE:</b>	<b><u>Higher Clinical Support Worker</u></b>
<b>JOB BAND:</b>	<b><u>Band 3</u></b>

### GUIDANCE FOR MANAGERS:

This document will not be used for the purpose of advertising the post but should be used as a tool to assist in the shortlisting of candidates. All role requirements detailed in this document, both essential and desirable that will be used to assess the suitability of a candidate must be added to the Role Requirements tab on the Trac System.

<b>Qualifications &amp; Education</b>	<b>Weighting (Essential or Desirable)</b>
GCSE pass in English Language & Maths, or equivalent	Essential
NVQ/Diploma Level 3 in Clinical Health Care Support	Essential

<b>Experience</b>	<b>Weighting (Essential or Desirable)</b>
Previous experience of caring for people in a care worker role within hospital, community or Residential Nursing Home setting	Essential
Experience of customer care/dealing with the public	Essential
Understanding of confidentiality	Essential
Computer Literate	Desirable

<b>Communication &amp; Relationship Skills</b>	<b>Weighting (Essential or Desirable)</b>
Good organisational skills	Essential
Reception/telephone skills	Essential
Clear communication skills, oral and written	Essential

<b>Interests and motivation to the job</b>	<b>Weighting (Essential or Desirable)</b>
Demonstrate knowledge of duties required as a Higher Clinical Support Worker	Essential

Commitment to undertake In-House training	Essential
Willingness to undertake In House Band 3 HCSW training programme	Essential
Able to work flexibly to suit service need across all sites and outreach clinics	Essential

<b>Personal Qualities</b>	<b>Weighting (Essential or Desirable)</b>
Demonstrates a caring attitude to patient care	Essential
Demonstrates a responsible attitude to their work	Essential
Demonstrates respect for patient dignity	Essential
Honest and trustworthy	Essential
Demonstrates attention to detail	Essential
Able to follow instruction	Essential
Ability to work as part of team	Essential
Able to cope with distressing or emotional circumstances	Essential

<b>Equality, Diversity, Inclusion and Trust Values</b>	<b>Weighting (Essential or Desirable)</b>
Able to provide safe, caring, and effective services	Essential
Values and behaviours that reflect the Trust values of Care, Respect and Responsibility	Essential
Commitment to creating a diverse and inclusive workplace that is free from discrimination and where people feel they belong and their contribution is valued	Essential

<b>Prepared by:</b>	<b>Karen Fisher</b>
<b>Date prepared:</b>	<b>Updated October 2021</b>
<b>Job evaluation completed:</b>	
<b>Job evaluation reference number:</b>	