

Person Specification

The purpose of this specification is to identify the attributes and competencies required for the post holder to perform the duties described in the job description.

These are identified as either essential i.e. those without which the job could not be performed adequately, or desirable i.e. those which, although not essential, could enhance job performance and would be expected to be developed by the successful candidate during their employment in the role.

These criteria should be capable of being measured in some way through the selection process either by information given on the application form or by questions or assessments planned for the interview. The specification will be used to shortlist applicants, who will need to meet most of the essential criteria and to compare how well candidates match the full specification.

Job Title:	Bank Clinical Support Worker
Job Band:	Band 2

Education & Qualifications	Essential	Desirable	How identified
GCSE pass in English Language & Maths, or equivalent	Yes		Application Form & Certificates
NVQ Level 2 in Health Care		Yes	Application Form & Certificates
Care Certificate		Yes	Application Form & Certificates

Skills & Experience	Essential	Desirable	How identified
Good organisational skills	Yes		Application Form, Interview and References
Previous experience of caring for people in a care worker role within hospital, community or Residential Nursing Home Setting	Yes		Application Form, Interview and References
Reception/telephone skills	Yes		Application Form, Interview and References



CARE

A CARING, KIND AND COMPASSIONATE PLACE: We will support people to have joy in work and to treat each other with compassion and kindness.



RESPECT

A PLACE WHERE COLLEAGUES RESPECT ONE ANOTHER: We will behave with respect towards everyone we meet to encourage an inclusive culture where we all believe in and live by our Trust values.



RESPONSIBILITY

A WORKFORCE FOR NOW AND THE FUTURE: Making Dudley the place people want to be and stay because everyone has a role to play and takes responsibility for themselves and their teams.

Experience of customer care/dealing with the public	Yes		Application Form, Interview and References
Understanding of confidentiality	Yes		Application Form, Interview and References
Computer Literate		Yes	Application Form, Interview and References

Personal Qualities	Essential	Desirable	How identified
Demonstrates a caring attitude to patient care	Yes		Application Form, Interview and References
Demonstrates a responsible attitude to their work	Yes		Application Form, Interview and References
Demonstrates respect for patient dignity	Yes		Application Form, Interview and References
Honest and trustworthy	Yes		Application Form, Interview and References
Demonstrates attention to detail	Yes		Application Form, Interview and References
Able to follow instruction	Yes		Application Form, Interview and References
Ability to work as part of team	Yes		Application Form, Interview and References
Able to cope with distressing or emotional circumstances	Yes		Application Form, Interview and References

Interests & Motivation to the Job	Essential	Desirable	How identified
Demonstrate knowledge of duties required as a Clinical Support Worker	Yes		Application Form, Interview and References
Commitment to undertake In-House training	Yes		Application Form, Interview and References
Willingness to undertake NVQ Level 2 in	Yes		Application Form, Interview



Healthcare, as appropriate			and References
Able to work flexibly e.g. internal rotation	Yes		Application Form, Interview and References
Willingness to undertake care certificate	Yes		Application Form, Interview and References

Communication & Interpersonal Skills	Essential	Desirable	How identified
Clear communication skills, oral and written	Yes		Application Form, Interview and References

Trust Vision & Values	Essential	Desirable	How identified
Able to provide safe, caring and effective services	Yes		Interview
We would expect your values and behaviours to reflect the Trust values of Care, Respect & Responsibility	Yes		Interview

Prepared by:	Staff Bank
Date:	12/08/2019



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