

Person Specification / Interview Score Sheet

Job Title: Band 2 HCA - Outpatients

Accountable to: Matron for Outpatient Services

Criteria	Essential Criteria	Desirable Criteria	Mgmt Score	Essential HI*	Desirable HI*
Qualifications	Numeracy and Literacy	NVQ in healthcare	.		
Experience	Health care related experience	Experience in an Outpatient environment	.		
Technical Skills Competencies	Telephone skills Basic computer awareness. To be able to prioritise tasks and work load effectively	To be effective in time management.			
Knowledge	To be prepared to develop skills and knowledge in all clinical specialties.				
Interpersonal Skills	Good communicator. Friendly and approachable manner.	To have the ability to show empathy when dealing with highly sensitive issues			
Other requirements specific to the role	Enthusiastic caring attitude	Venepuncture if required for clinics being covered	.		
Personal Attributes	Availability to work flexibly to suit the needs of the service. Physically fit.				
Language Requirement	Be able to speak English as necessary to undertake the role				
		Total Score			

Scoring Key:	
1	Does not meet criteria
2	Below requirement (serious shortcomings)
3	Acceptable level of competence (some shortcomings in performance)
4	Acceptable level of competence (quality evidence provided)
5	Exceptional standard

*HI – How Identified	
A	Application form
I	Interview
T	Test
P	Presentation