

Person Specification

EOC Clinical Hub – Clinical Navigator

Assessed by

A – Application

I – Interview

T - Testing

Person Specification Criteria	Essential	Desirable	Assessed By
Qualifications	HCPC registered Paramedic and/or Registered Nurse with a minimum of two years' experience in a patient facing operational role.	Knowledge and understanding of equality and diversity issues in relation to learning and development.	A/I
Professional Development	<p>Evidence of significant pre-hospital emergency care experience in an ambulance environment.</p> <p>Computer literate with good working knowledge of relevant Microsoft Office Applications, particularly Excel and MS Teams.</p> <p>Evidence of Continuing Professional Development demonstrating the desire to manage patients in the community and make evidence-based decisions.</p> <p>Experience of supporting staff development by giving, receiving and acting on developmental performance related feedback.</p> <p>Evidence of a proactive approach to own CPD and development of professional practice.</p> <p>Experience of supporting staff in a clinical environment.</p>	<p>NHS Pathways/ PaCCS trained or willing to work towards.</p> <p>Evidence of undertaking additional skills training, willingness to be developed further.</p> <p>Mentoring qualification.</p> <p>Ability to interpret data effectively to make meaningful judgements & decisions.</p> <p>Experience of clinical triage over a telephone using clinical assessment software.</p> <p>Degree Level Education or operational experience.</p>	A/I/T

Experience	<p>3 years post registration clinical experience and have experience as a Band 6.</p> <p>2 years' experience of being in a patient facing operation role.</p> <p>Experience of working under extreme pressure.</p> <p>Willingness to complete NHS Pathways and/or PACCs training.</p>	<p>Demonstrable track record of achievement in an emergency operations centre.</p> <p>Telephone consultation experience.</p> <p>NHS pathways and/or PACCs trained.</p> <p>Experience of Directory of Services.</p>	A/I
Knowledge and Skills	<p>Effective communicator (both verbal and written).</p> <p>Effective engagement and influencing skills.</p> <p>ICT skills.</p> <p>Ability to assess patients using the medical model.</p>	EDCL or equivalent ICT related qualification	A/I
Personal attributes	<p>Able to demonstrate a commitment to achieving professional standards and quality care.</p> <p>Able to understand the positive impact on practice development achieved through clinical supervision and leadership.</p> <p>Demonstrates sensitivity to the needs of individuals and groups.</p> <p>Assertive and willing to positively challenge unacceptable practice and/or behaviours.</p> <p>Demonstrates a positive and supportive attitude to all colleagues.</p> <p>Demonstrates commitment to, and enthusiasm for facilitating personal development and lifelong</p>		A/I

	<p>learning.</p> <p>Able to prioritise tasks, and to manage conflicting demands on time and resources, to deliver objectives.</p> <p>Good interpersonal skills and able to develop effective working relationships, and demonstrate professional credibility with colleagues.</p> <p>Self-motivated – able to work on own initiative.</p> <p>Work effectively as part of a team.</p> <p>Organised, efficient approach to work.</p> <p>Fair and balance approach to work.</p> <p>Able to demonstrate flexibility in terms of location and working hours.</p> <p>Full UK driving licence to enable travel in a timely manner.</p>		
--	---	--	--