**Puddletown Surgery**

**Health Care Assistant**

**Person specification**

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|  | **Essential** | **Desirable** |
| **Education and Qualifications** | Good general secondary education including Maths and English  Basic HCA skills | Further HCA clinical qualifications |
| **Experience** | Experience of working in a busy environment.  Phlebotomy/ working in a clinical environment / previous HCA experience. | NHS experience  HCA experience in General Practice or a Community setting |
| **Knowledge and Skills** | Infection control awareness  Standard IT/ keyboard skills  Verbal communication skills (on the telephone and face to face)  Organisation/ prioritisation skills  Time management  Verbal – reasoning skills  Confidentiality |  |
| **Personal Qualities** | Patient centred approach  Flexible approach  Aptitude for learning new skills  Customer service, listening skills  Comfortable working to agreed protocols  Accurate and thorough approach  Honest and caring  Empathy, helpful while being efficient  Ability to cope with change | Awareness of diversity issues |
| **Other** | Team player  Highly motivated  Positive attitude  Maintains high standards  Courteous and professional  Calm approach |  |