**Puddletown Surgery**

**Health Care Assistant**

**Person specification**

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|  | **Essential** | **Desirable** |
| **Education and Qualifications** | Good general secondary education including Maths and EnglishBasic HCA skills | Further HCA clinical qualifications |
| **Experience** | Experience of working in a busy environment.Phlebotomy/ working in a clinical environment / previous HCA experience. | NHS experienceHCA experience in General Practice or a Community setting |
| **Knowledge andSkills** | Infection control awarenessStandard IT/ keyboard skillsVerbal communication skills (on the telephone and face to face)Organisation/ prioritisation skillsTime managementVerbal – reasoning skillsConfidentiality |  |
| **Personal Qualities** | Patient centred approachFlexible approachAptitude for learning new skillsCustomer service, listening skillsComfortable working to agreed protocolsAccurate and thorough approach Honest and caringEmpathy, helpful while being efficientAbility to cope with change | Awareness of diversity issues |
| **Other**  | Team playerHighly motivatedPositive attitudeMaintains high standardsCourteous and professionalCalm approach |  |