

HEDON GROUP PRACTICE

PERSON SPECIFICATION PATIENT SERVICES SUPERVISOR

December 2017

SKILLS	ESSENTIAL	DESIRABLE
Qualifications	A demonstrable commitment to professional development	Recognised qualification to diploma level or above
Knowledge and Experience	An understanding of the general management of a small business, including, personnel, premises, Information Technology and Health & Safety issues	A broad understanding of the N.H.S. and, in particular, Primary Care, including its structure, methods of operation, processes and inter-relationships
	Demonstrable experience of people management	Three years team leadership experience
	Experience of Appraisal systems, Employment Law, Health & Safety, Employment Contracts	
	Computer literate	Computer literate including detailed knowledge of e-mail, Internet, Word and Database packages
Managing People	Strong management skills in organising, developing, planning, time management, decision-making, leadership and motivation	
	Excellent interpersonal skills including skills in negotiation and conflict resolutions	Good diagnostic and conceptual skills
	Experience of team work in a multi-disciplinary and multi-skilled environment	Experience of partnership working including inter-agency work within the public and voluntary sector
Managing Communications	Good verbal and written communication skills including presentation and facilitating skills	
	Ability to influence and establish credibility with senior staff within the N.H.S. and other organisations	Political awareness both within the Health Service and external bodies
	Experience of working with the public/patients	
Qualities/ Attributes	Ability to use own judgement, resourcefulness and common sense Self motivating - ability to work without direct supervision and determine own workload priorities Able to work under pressure and in a changing environment Gains respect by example and leadership Flexibility of working hours	Experience of Primary Care Empathy for the healthcare/public service environment
Drive	Demonstrates drive and tenacity in achieving outcomes	
	Shows concern for continuous quality improvement in services	