

## PERSON SPECIFICATION

Job Requirements	Essential	Desirable
<p><b>Education &amp; Qualifications</b></p> <p>Educated to degree level or equivalent experience</p> <p>ECDL or equivalent IT and keyboard skills</p> <p>Counselling qualification</p>	<p>√</p> <p>√</p>	<p>√</p>
<p><b>Experience and Knowledge</b></p> <p>Knowledge and experience of handling complaints in an NHS setting</p> <p>Experience of working in the NHS with knowledge and understanding of current healthcare and patient safety issues</p> <p>Experience of designing and delivering training</p> <p>Statistical analysis and report writing</p> <p>Knowledge of clinical governance, risk management and associated control mechanisms</p>	<p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p>	
<p><b>Skills and Ability</b></p> <p>Ability to assimilate a range of complex information and make judgments</p> <p>Excellent interpersonal and communication skills, able to communicate very sensitive, complex/contentious information relating to patients with empathy and where there are barriers to understanding</p> <p>Negotiating and influencing skills and ability to deal confidently with conflict situations</p> <p>Ability to deal with conflicting demands ensuring that key priorities and deadlines are met through effective time management</p> <p>Ability to plan and prioritise own workload and that of others</p> <p>Well-developed IT skills including the use of databases</p>	<p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p>	
<p><b>Personal Qualities</b></p> <p>High level of accuracy and attention to detail</p> <p>A positive 'can do' attitude and a receptive attitude to change</p> <p>Commitment to a culture of continuous improvement</p> <p>A passion for improving the patient experience</p>	<p>√</p> <p>√</p> <p>√</p> <p>√</p>	
<p><b>Personal Circumstances</b></p> <p>Ability to travel across the health community as required</p> <p>Eligible to work in the UK</p>	<p>√</p> <p>√</p>	