

Person Specification
HCA Band 2

	Essential	Desirable
Knowledge	<ul style="list-style-type: none"> ○ A general understanding of a patients holistic care needs 	
Qualifications	<ul style="list-style-type: none"> ○ Level 2 Diploma in Clinical Healthcare Support or NVQ Level 2 in Care or demonstrate a commitment to work towards the Diploma qualification ○ Basic literacy and numeracy skills 	
Experience	<ul style="list-style-type: none"> ○ Experience of care either formal or informal e.g. in a care setting or for a family member/friend 	<ul style="list-style-type: none"> ○ Previous hospital experience
Communication Skills	<ul style="list-style-type: none"> ○ Evidence of effective verbal- face to face / telephone, written communications and listening skills. ○ Evidence of the ability to work with others 	
Capabilities- Managing relationships	<ul style="list-style-type: none"> ○ Is aware that everyone has different feelings and values and is aware of the need to respect and acknowledge these at all times ○ Is aware that their own values, attitudes and cultural assumptions will have an impact on others 	
Capabilities- Managing self	<ul style="list-style-type: none"> ○ Is aware of their own values ○ Understands that they will be required to actively seek and take part in learning opportunities ○ Is aware that they will be required to adapt to change to continually meet the needs of the patients they support ○ Is aware of the need to show initiative ○ Ability to work well independently under the supervision of others ○ Attention to detail 	<ul style="list-style-type: none"> ○ Understanding of the principles and values underpinning good care practice
Professionalism	<ul style="list-style-type: none"> ○ Awareness and understanding of the need to meet the Trust standards of conduct for the role 	
Physical, Mental & Emotional Ability	<ul style="list-style-type: none"> ○ Awareness of the physical, mental and emotional effort required to support patients with their needs 	