









## PERSON SPECIFICATION

**Job Title:** MR Coordinator



Assessment Criteria	Essential	Desirable	Identified
<b>Knowledge and Experience</b>	<ul style="list-style-type: none"> <li>• Previous experience working in a clerical/administrative role</li> <li>• Knowledge of medical terminology</li> <li>• Demonstrable working knowledge of Microsoft packages including Word</li> <li>• Customer care experience</li> <li>• Ability to work to and promote Standard operating procedures / performance targets</li> <li>• Experience of working within a busy/demanding environment. E.g. multi-disciplinary team</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of waiting list procedures and systems</li> <li>• Fully conversant with all waiting list functions on PAS and the ability to action these independently</li> <li>• Thorough knowledge of health care system and processes</li> <li>• Understanding of Primary Care, GP and Community Services</li> <li>• Knowledge of Referral to Treatment Patient Access</li> </ul>	AF In Ref

		<p>Policies and procedures</p> <ul style="list-style-type: none"> <li>• Understanding of patient priorities and targets in relation to appointments and waiting times, specifically Referral to treatment</li> </ul>	
<b>Qualifications/Training</b>	<ul style="list-style-type: none"> <li>• Minimum of 3 GCSE's including English and Maths at Grade C or above or suitable equivalent qualification or equivalent experience</li> <li>• RSA III or NVQ III or suitable equivalent level administrative qualification or equivalent experience</li> <li>• ECDL or equivalent qualification / demonstrable experience</li> </ul>	<ul style="list-style-type: none"> <li>• Good standard of general Education</li> <li>• Supervisory qualification or evidence of attendance on training courses</li> </ul>	AF In Ref
<b>Personal Attributes &amp; Skills</b>	<ul style="list-style-type: none"> <li>• Ability to assimilate new practices and knowledge</li> <li>• Ability to deal calmly and diplomatically with a range of personalities and situations</li> <li>• Proactive, self-motivated and with a positive approach to work</li> <li>• Flexible and adaptable, able to take direction and instruction from others</li> <li>• Flexible and adaptable, able to take direction and instruction from others</li> <li>• Team Player with a professional approach to work and colleagues; able to develop good working relationships</li> <li>• Demonstrates Trusts values and behaviours</li> <li>• Commitment to Continuing Personal &amp; Professional Development</li> <li>• Trustworthy, punctual and reliable</li> <li>• A methodical and organised approach to work</li> <li>• Demonstrates attention to detail</li> <li>• Excellent verbal and written communication skills</li> </ul>	<ul style="list-style-type: none"> <li>• Awareness of Trust policies and protocols</li> </ul>	AF In Ref

	<ul style="list-style-type: none"> <li>• Accurate data entry, typing and checking skills</li> <li>• Ability to work under pressure to meet tight deadlines in a busy environment</li> <li>• Exercise good judgement; use own initiative</li> <li>• Ability to prioritise and manage own workload for best effect, work without direct supervision and delegate to others</li> <li>• Good time management skills</li> </ul>		
<b>Demonstrates our We Care values and the DBTH Way</b>	<ul style="list-style-type: none"> <li> Demonstrate an understanding of the importance of quality of care.</li> <li> Demonstrate that you will be open to improving everything that you do.</li> <li> Be accountable for own actions and those of their team.</li> <li> Demonstrate that everyone's contribution is valued.</li> <li> Have an ability to work efficiently, effectively and professionally in a multidisciplinary team.</li> <li> Work to ensure the care group/directorate improves efficiency and reduces waste.</li> <li> Displays networking skills.</li> <li> Have an ability to consider and implement new solutions.</li> </ul>		

Key for 'Identified': AF = Application form, In = Interview, P = Presentation, REF= References, CERT=Certificates