

**SOUTH CENTRAL AMBULANCE SERVICE NHS FOUNDATION TRUST**

**Person Specification**  
**Clinical Support Desk Practitioner**

| <b>Specification</b>        | <b>Criteria</b>  | <b>Method of Assessment</b> |
|-----------------------------|--|-----------------------------|
| Qualifications and Training | <p><b><u>Essential</u></b></p> <ul style="list-style-type: none"> <li>• Recognised Nursing/Emergency Care Practitioner/Paramedic qualification</li> <li>• Valid registration with NMC or HCPC</li> </ul> <p><b><u>Desirable</u></b></p> <ul style="list-style-type: none"> <li>• Recognised mentorship qualification and experience</li> </ul> | A<br>A                      |

HR Use only:

*Job Identification Number:*

*Department:*

*Status: Agreed*

|                                   |  |  |
|-----------------------------------|--|--|
| <p>Knowledge &amp; Experience</p> | <p><b><u>Essential</u></b></p> <ul style="list-style-type: none"> <li>• Nursing/Emergency Care Practitioner/Paramedic experience in acute or primary care</li> <li>• Extensive clinical knowledge</li> <li>• Significant post qualification experience in acute or primary care</li> <li>• Decision making</li> <li>• Triaging</li> </ul> <p><b><u>Desirable</u></b></p> <ul style="list-style-type: none"> <li>• Telephone triage experience</li> <li>• Experience of supporting others in clinical practice</li> <li>• Experience of dealing with multi-agency situations</li> <li>• SCAS area/hospital knowledge</li> </ul> | <p>A/I</p> <p>I</p> <p>A/I</p> <p>I</p> <p>A/I</p> |
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| <p>Skills &amp; Aptitudes</p> | <p><b><u>Essential</u></b></p> <ul style="list-style-type: none"> <li>• Ability to communicate effectively: aurally, orally and in writing</li> <li>• Ability to work without direct supervision</li> <li>• Ability to work as part of a multidisciplinary team</li> <li>• Ability to rapidly organise and prioritise work</li> <li>• Ability to remain calm while working under pressure</li> <li>• Sympathetic, respectful and caring approach to others</li> <li>• Computer literacy</li> <li>• Ability to utilise critical thinking skills</li> <li>• Decisive</li> <li>• Self confidence</li> </ul> <p><i><u>Desirable</u></i></p> <ul style="list-style-type: none"> <li>• Understanding of audit, evaluation and Clinical Governance</li> <li>• Willing to be flexible and available to work at short notice</li> <li>• Motivated towards further professional development</li> </ul> | <p> <br/> <br/> <br/> <br/> <br/> <br/>I/T<br/> <br/> <br/> </p> |
| <p>Physical Requirements</p>  | <p><b><u>Essential</u></b></p> <ul style="list-style-type: none"> <li>• Professional appearance</li> <li>• Able to meet the physical and medical requirements of the post</li> </ul>   | <p> <br/>Occupational Health</p>                                 |
| <p>Special Requirements</p>   | <p><b><u>Essential</u></b></p> <ul style="list-style-type: none"> <li>• Ability to work shifts that cover a 24 hour period</li> </ul>  | <p> </p>   |

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**ASSESSMENT METHOD:** A = APPLICATION FORM P = PRESENTATION

I = INTERVIEW T = TEST

**DBS STATUS FOR POST:** Enhanced

**OH CLEARANCE LEVEL REQUIRED:** Yes

**PROFESSIONAL REGISTRATION CHECK APPLICABLE:** YES

**DVLC C1 AGE RESTRICTION APPLICABLE ( i.e. MIN APPLICANT AGE = 18):** NO

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