

# Lyndhurst Surgery

## Person Specification – Healthcare Assistant

<b>JOB TITLE:</b>	<b>Healthcare Assistant</b>
<b>RECRUITING MANAGER:</b>	Practice Manager/GP Partner
<b>DATE:</b>	February 2024

<b>QUALIFICATIONS</b>	<b>Essential</b>	<b>Desirable</b>
• Good standard of general education	✓	
• Care Certificate	✓	
• NVQ Level 2 Diploma in Health & Social Care, or equivalent		✓

<b>EXPERIENCE</b>	<b>Essential</b>	<b>Desirable</b>
• Experience of working in General Practice		✓
• Practical experience and competence of HCA procedures/skills and duties outlined in job description	✓	
• Experience of using own initiative	✓	
• Practical experience of computerised recording systems		✓
• Ability to work within a multi-disciplinary team	✓	

<b>SKILLS</b>	<b>Essential</b>	<b>Desirable</b>
• Excellent communication skills (Written and Oral)	✓	
• Effective listening skills	✓	
• IT skills		✓
• Time Management and the ability to work to deadlines	✓	
• Conflict management	✓	
• Problem solving skills	✓	
• Interpersonal skills	✓	
• Ability to prioritise own workload and follow policies and procedures	✓	

<b>BEHAVIOURS</b>	<b>Essential</b>	<b>Desirable</b>
• Planning and organising	✓	
• Performing under pressure	✓	
• Adaptability	✓	
• Team working	✓	
• Self motivated	✓	
• Flexibility in working hours	✓	
• Understanding of patient confidentiality	✓	

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KNOWLEDGE	Essential	Desirable
• A detailed understanding of a General Practice environment		✓
• Knowledge of the Practice clinical system (EMIS)		✓
• Driver's licence and access to own transport	✓	