



**Weston House Practice
Surgery Cheltenham**

**WESTON HOUSE
PRACTICE**

and Hatherley Branch

Person Specification – Care Navigator

	Essential	Desirable
Academic/Vocational Qualifications	<ul style="list-style-type: none"> • Education to GCSE standard (or equivalent) with grade C or above in English • Strong keyboard/ IT skills. Confident in using Microsoft Office, email and internet 	<ul style="list-style-type: none"> • Qualification in administration/ Customer Service
Experience	<ul style="list-style-type: none"> • Experience of working in a reception role • Experience of working with the general public, face-to-face and by telephone • Experience of working in a team • Experience of working in a busy environment and under pressure 	<ul style="list-style-type: none"> • Experience of working in the NHS and/or Healthcare setting
Qualities	<ul style="list-style-type: none"> • Excellent oral and written communication skills • Excellent attention to detail • Self-motivating and able to work with minimal supervision • Able to work well under pressure • Honest , caring and sympathetic • Personable and approachable 	<ul style="list-style-type: none"> • An understanding of the implications of cultural different for service delivery

	<ul style="list-style-type: none">• Hard working and reliable• Versatile and flexible to the needs of the job• Able to work to agreed policies and procedures• Willing to undertake training relevant to the position	
Other Instructions	<ul style="list-style-type: none">• Willing to work flexible hours as necessary and across both sites	