

PERSON SPECIFICATION FOR: SPA Associate Practitioner Band 4

FACTORS	ESSENTIAL			DESIRABLE	
EDUCATION AND QUALIFICATIONS	<ul style="list-style-type: none"> Educated to GCSE standard or equivalent. NVQ3 in Business Administration or evidence of equivalent practical experience. Good standard of written and spoken English. 		A A A/I		
PREVIOUS EXPERIENCE Paid/unpaid relevant to job	<ul style="list-style-type: none"> Previous experience in the NHS, preferably in mental health services Relevant experience of working in an administrative role. Previous experience of working on a telephone helpline / mental health crisis line or equivalent. Computer literacy and word processing skills (MSOffice Word) 40-45 wpm typing speed. Data entry skills including knowledge of using Excel. Understanding of Data Protection / Confidentiality. Previously experience of working in a team (particularly a multi-disciplinary team). 		A A A/T A A A/I A/I	<ul style="list-style-type: none"> Knowledge of Patient Administration systems Other windows packages for example PowerPoint and Outlook Application of technology in the office i.e. Email and Networking 	A A/I A/I

SKILLS, KNOWLEDGE, ABILITIES	<ul style="list-style-type: none"> • Good communication and interpersonal skills including the ability to communicate effectively verbally and in writing. • Ability to prioritise workload, and plan and organise own time effectively. • Exercise own judgement when dealing with enquiries from patients, relatives / carers or other professionals. • Ability to act independently, and on own initiative. • Excellent organisational skills • Able to deal with difficult/emotional callers 		A/I/T A/I/T I A/I A/I A/I/T	<ul style="list-style-type: none"> • Lived experience of mental health, • Experience of working in a culturally diverse inner-city area. • Understanding of hospital and/or social services environments • Knowledge of the Data Protection Act and Caldicott Guardian 	A/I A/I A/I A/I
OTHER	<ul style="list-style-type: none"> • Sickness (or attendance) record that is acceptable to the Trust • Declared medically fit by the Occupational Health Department to perform the duties of the post. • The post holder must have the ability to understand and implement the Equal Opportunities Policy at a level appropriate to the job. 				

***Key: Measured by A= Application Form, I=Interview, T=Test**