



PERSON SPECIFICATION

Job title: Governance and Patient Liaison Officer

All requirements listed in this specification must be (a) essential to the post and (b) assessable within the selection process.

Attributes	Requirements		Method of Assessment
	Essential	Desirable	
Qualifications	<ul style="list-style-type: none"> Evidence of high standard of education, at least 5 GCSE's 	<ul style="list-style-type: none"> Higher level qualifications IT qualifications, e.g., ICDL 	Application form
Experience	<ul style="list-style-type: none"> Experience of working in healthcare environments or able to demonstrate equivalent experience. Experience in public / patient-facing roles, particularly understanding active listening and de-escalation techniques Experience of running multi-disciplinary meetings 	<ul style="list-style-type: none"> Experience of working within primary care Experience of handling complaints and /or significant event investigation 	Application form & Interview
Practical and intellectual skills (including any special knowledge)	<ul style="list-style-type: none"> Excellent communicator, both verbal and written. Proficient in use of IT programs, including Office 365, MS Teams and Outlook Ability to take accurate notes and minutes as required. Methodical, accurate and organised working practices and record keeping; ability to manage and work to deadlines.. 	<ul style="list-style-type: none"> Working knowledge of NHS Complaints Procedure 	Application form & Interview
Disposition/ Adjustment / Attitude	<ul style="list-style-type: none"> Unflappable and diplomatic Responsive and empathic approach to patients and staff, yet also able to reason assertively where appropriate. Supportive approach when communicating with GP's or other staff who might be the subject of a complaint or negative significant event. Have an approachable attitude to enable staff to raise concerns or when seeking guidance Great teamwork ethic Flexible in terms of role and availability Ability to work under pressure/multi-task 		Application form & Interview