

PERSON SPECIFICATION

**OUR VISION: 'TO BE THE LEADING HEALTH AND WELLBEING SERVICE IN
THE PROVISION OF MENTAL HEALTH AND COMMUNITY CARE'**

JOB TITLE: ePMA Ward Walker/ Support Assistant

DEPARTMENT: Pharmacy

| Criteria for Selection | Essential | Desirable | Measurement Application Form - AF Interview - IN Assessment – AS |
|--|-----------|-----------|--|
| Education/Qualifications | | | |
| GCSE Maths / English or equivalent | ✓ | | AF/IN/AS |
| Leadership qualification – diploma level 3 or above or equivalent experience | | ✓ | AF/IN/AS |
| Degree Level or Sufficient experience in working in a complex environment | | ✓ | AF/IN/AS |
| NVQ/Diploma level 4 in IT or Health and Social Care | ✓ | | AF/IN/AS |
| Knowledge | | | |
| Knowledge and experience of clinical systems end user use | ✓ | | AF/IN/AS |
| Current knowledge of issues surrounding information security and the Data Protection Act | | ✓ | AF/IN/AS |
| Working knowledge of EMIS ePMA System | | ✓ | AF/IN/AS |
| Ability to learn and communicate complex IT related systems to non-technical staff in a positive way | | ✓ | AF/IN/AS |
| Knowledge and experience of supporting projects | ✓ | | AF/IN/AS |
| Analytical skills, involving investigation and documentation of complex queries. | ✓ | | AF/IN/AS |
| Ability to support the users of a the ePMA system during go live on a 1:1 basis and in groups | ✓ | | AF/IN/AS |
| Skills/Experience | | | |
| Previous Floor walking experience within the NHS is desirable | | ✓ | AF/IN/AS |
| Experience of working within a healthcare environment | ✓ | | AF/IN/AS |

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| Previous systems support or rollout experience or Evidence of ability to learn new IT systems | ✓ | | AF/IN/AS |
| Ability to demonstrate a high degree of organisational skills and an ability to think analytically | ✓ | | AF/IN/AS |
| Ability to use Microsoft office systems | ✓ | | AF/IN/AS |
| Developed IT skills | ✓ | | AF/IN/AS |
| Ability to learn quickly and effectively | ✓ | | AF/IN/AS |
| Ability to gain and develop effective coaching skills and good listening skills | ✓ | | AF/IN/AS |
| | ✓ | | AF/IN/AS |
| Excellent communication & time management skills | ✓ | | AF/IN/AS |
| Friendly, approachable, reliable, with change management proactivity | ✓ | | AF/IN/AS |
| Personal Qualities | | | |
| Good time management – the ability to organise and prioritise multiple tasks to meet timescales | ✓ | | AF/IN/AS |
| Ability to work in a busy often stressful environment | ✓ | | AF/IN/AS |
| Ability to communicate complex issues involving negotiation and persuasive skills | | ✓ | AF/IN/AS |
| Flexible, proactive and self-motivated approach with determination to achieve results | ✓ | | AF/IN/AS |
| The ability to build confidence, negotiate skills requirements and provide guidance and advice to those with insufficient IT skills | ✓ | | AF/IN/AS |
| Bright and articulate with a confident manner | ✓ | | AF/IN/AS |
| Patient & understanding | ✓ | | AF/IN/AS |
| Additional Qualities | | | |
| Full UK Driving Licence and ability to fulfil the travel requirements of post | ✓ | | AF/IN/AS |

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