**Primrose Hospice & Family Support Centre**

**Person Specification**

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| **Job Title:** | **Team Administrator Family Support** |

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| **Qualifications / Registration** | **Essential** | **Desirable** |
| Educated to GCSE standard (or equivalent), to include English and Maths | **x** |  |
| Minimum RSA II Qualification (or equivalent) | **x** |  |
| Shorthand |  | **x** |
| Knowledge previous experience with NHS systems/EMIS |  | **x** |

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| **Skills & Experience for the Role** | **Essential** | **Desirable** |
| Experience of working with people of different ages and backgrounds | **x** |  |
| Personal grief resolved sufficiently to work in an end-of-life care setting | **x** |  |
| Excellent listening and communication skills | **x** |  |
| Good organisational skills | **x** |  |
| Good coping strategies and stress management | **x** |  |
| Ability to keep accurate documentation | **x** |  |
| Ability to work independently and as part of a multi-disciplinary team | **x** |  |
| Experience of working with loss, grief, and emotional crisis |  | **x** |
| Experience of working in a multi-disciplinary setting |  | **x** |
| Experience of working in a health/social care or education environment |  | **x** |
| Ability to contribute to the development of a service |  | **x** |

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| **Knowledge for the Role** | **Essential** | **Desirable** |
| PC literate – Word, Excel, PowerPoint, TEAMs | **x** |  |
| Issues pertaining to confidentiality and the management of information | **x** |  |
| Understanding of the nature of end-of-life care and the impact of death |  | **x** |
| Understanding of the needs of people who have been bereaved or are in a pre-bereaved setting |  | **x** |
| Understanding of working with volunteers |  | **x** |

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| **Personal Attributes** | **Essential** | **Desirable** |
| Team player who is flexible and respected | **x** |  |
| Commitment to the culture, purpose and values of the Hospice | **x** |  |
| Honest, reliable, trustworthy and dedicated to the role | **x** |  |
| Empathetic nature, especially when supporting those accessing services | **x** |  |
| Self-motivated and able to show initiative | **x** |  |

Primrose Hospice & Family Support Centre is committed to an equal opportunities approach in everything we do.

This means that we seek to ensure anyone connected with Primrose Hospice, from patients and families through to donors, supporters, volunteers and staff are treated fairly, appropriately and with dignity and respect.