

Framlingham Medical Practice
Person Specification – Care Navigator

Qualifications	Essential	Desirable
Good level of education to GCSE/O'Level standard or equivalent	√	

Experience	Essential	Desirable
Computer literate with excellent keyboard skills	√	
Working without direct supervision and able to develop own skills	√	
Customer service experience	√	
Working in an office environment		√

Skills	Essential	Desirable
Excellent communication skills (written & oral)	√	
IT skills	√	
Excellent attention to detail and high standards of accuracy	√	
Ability to work on own initiative without close supervision	√	
Ability to work under pressure and prioritise workloads	√	
Ability to organise own tasks and work systematically	√	
Respect confidentiality at all times	√	
Ability to multi-task	√	
An enquiring mind with a willingness to learn new skills & procedures	√	
Problem solving skills	√	
Interpersonal skills	√	

Personal Attributes	Essential	Desirable
Willingness to learn and develop personal skills and qualifications	√	
Self-motivated	√	
Flexible to meet the needs of the surgery	√	
Ability to remain calm under pressure	√	
Capable of working supervised and unsupervised	√	
Enthusiastic and versatile team player	√	
"Can do" attitude	√	
Ambition and drive to help the surgery develop	√	
Committed	√	
Possess a sense of humour	√	

Knowledge	Essential	Desirable
Understanding of a General Practice office environment		√