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| **Employee Specification – Supporter Care** **Assistant**  |  |

St Gemma’s Hospice is an equal opportunities employer and endeavours to recruit the best person for each vacancy regardless of gender, race, religion or belief, age, sexual orientation, disability or any other factor irrelevant to the ability to do the job. Employees are required to follow the Personnel policies and procedures supporting recruitment and selection.

| **Key skills, knowledge and competencies** | **Essential** | **Desirable** |
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| Provide excellent customer service via telephone, face to face and email | ✓ |  |
| Ability to process large amounts of data with speed and accuracy | ✓ |  |
| Handle incoming telephone calls professionally and direct queries to relevant departments | ✓ |  |
| Speak and meet with patient family members acting with compassion, tact and sensitivity | ✓ |  |
| Proficient in the use of Microsoft Office programs | ✓ |  |
| Basic office management experience including accurate minute taking and use of printers and scanners | ✓ |  |
| Attention to detail | ✓ |  |
| Team player, enthusiastic and reliable | ✓ |  |
| Effective communication skills | ✓ |  |
| Awareness of standards for managing and protecting information, including information privacy, security and the General Data Protection Regulation | ✓ |  |
| Using database processes to generate letters and labels |  | ✓ |
| Maintenance of a filing system and sorting and distribution of incoming mail |  | ✓ |