

Person specification

Post	Complaints and PALS Officer	Band	4
Dept/ward	Complaints and PALS Team		

Essential = E Desirable = D		E or D	Application form	Inter view
Milton Keynes Hospital Standards	Demonstrable ability to: <ul style="list-style-type: none"> • Treat everyone with Respect, courtesy and kindness • Provide timely care and attention • Listen, inform and explain • Involve you as part of the team and work together • Are reassuringly professional • Provide and maintain a clean and comfortable environment 	E	A	I
Qualifications and knowledge	<ul style="list-style-type: none"> • Good secondary education to a minimum of 5 GCSE C grade or above or equivalent • Computer literacy in Word and use of Databases 	E	A	I
Experience	<ul style="list-style-type: none"> • Experience in NHS • Evidence of team work abilities • Good knowledge of the health service environment and health related terminology • Experience of working within a complaints department or PALS • Experience of using computer databases • Experience in dealing with staff at a senior level 	E	A	I

Essential = E Desirable = D		E or D	Application form	Interview
Skills	<ul style="list-style-type: none"> • Computer literate advanced keyboard skills in Word, Power point • Email • Internet • Report writing • High level of communication and interpersonal skills • Good written and verbal skills • Presentation skills • Attention to detail • Ability to work under pressure and meet deadlines • Ability to prioritise • Be aware of confidentiality issues data protection issues and freedom of information 	E	A	I
Personal and people development	<ul style="list-style-type: none"> • Effective team worker • Comfortable in working with colleagues at all levels • Seek continuous personal development that is applicable to the role 	E	A	I
Communication	<ul style="list-style-type: none"> • Ability to communicate sensitive and potentially contentious information across agencies and professional boundaries • Understanding the needs of the complainants and how best to resolve a complaint / concern • Understand how to deal with each complaint with sensitivity and empathy • Able to manage conflict • Knowledge of medical terminology 	E	A	I

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Specific requirements	<ul style="list-style-type: none"> Able to perform the duties of the post with reasonable aids and adaptations 	E		