



Job Description

Title:	Call Handler
Band:	Band 3
Location:	Various
Reports to:	Team Supervisor

Job Purpose

The post holder will be responsible for the assessment of presenting clinical symptoms, using a clinical software tool in order to signpost and transfer patients to appropriate providers. To give homecare advice as required using supporting software.

Key Duties and Responsibilities

- Excellent communication skills are required for the patient assessment using critical thinking skills and supported by computer software to ensure the provision of a quality driven service
- Liaising with other agencies and healthcare providers
- Utilisation of acquired skills in the management of challenging calls and child and adult safeguarding and concerns and referrals
- To work co-operatively within the organisation, sharing and utilising areas of knowledge and skills to enhance patient care
- To ensure appropriate and effective communication links with other departments, and other areas of the Trust
- To act if required in the support, mentoring or preceptorship of colleagues within the service
- To despatch an ambulance when required by the Pathways tool, and giving emergency care advice should this be necessary
- Wherever feasible to deal with the call without clinical support using critical thinking and probing questioning skills, supported by the software tools in order to transfer to appropriate care provider
- To work without direct supervision, pursuing a workload managed through scheduled interventions provided by the operational management team.
- To understand and use other software support tools or administrative back-up measure in a contingency situation

1. Communication

- Excellent communication skills are required for providing and receiving complex, sensitive, or contentious information, and for establishing relationships with patients and/or others.
- Use of critical thinking skills supported by computer software to ensure patient safety and a quality driven service.
- To communicate clearly, concisely and effectively using all communication delivery methods, e.g. face to face, electronic and written communication

2. Personal and People Development

- Actively participate in the continuous quality improvement audit process including self-review
- To support line management through undertaking additional delegated administrative tasks when required to support effective service delivery, e.g. entering information onto existing databases
- To participate in the patient/professional feedback process, including complaints/compliments/incidents.
- Personal Development, Education & Training
- To participate in own development review, identifying areas of need for personal development in order to meet with service requirements
- To actively participate in clinical supervision to support and enable reflective learning
- To develop and maintain call handler competences in clinical support software and other IT systems.
- To act as mentor for new call handlers and to help them develop and achieve role competencies
- To maintain good control of the call to ensure efficient handling time to improve patient journey.

3. Health, Safety and Security

- To maintain a healthy and safe work environment for self and colleagues

4. Service Improvement

- To participate in and contribute to the evaluation of the service
- To contribute to the implementation, delivery and evaluation of new policies and procedures within the Trust
- To work within the integrated governance agenda contributing to service improvement and participating in audit research and development as required
- To participate in the local Continuous Quality Improvement audit process to develop performance against set delivery targets
- To attend and contribute to meetings and specialist interest groups (locally, regionally and nationally) in order to support service development as delegated.

5. Quality

- To keep immediate and accurate records of clinical enquiries to the service
- To work to and achieve individual KPIs as set out by the Operational Team
- To adhere to, and maintain an up to date, knowledge of national and local policies and procedures.
- Have knowledge of escalation policies and emergency procedures as necessary
- To inform the Duty Performance Manager of any issue affecting service delivery, at the time the issue is highlighted
- Identify and highlight appropriately any issues regarding a vulnerable child or adult
- To provide simple health information advice or Home Care or interim care advice in line with NHS Pathways.
- To report equipment failures as necessary to Duty Performance Manager.

6. Equality and Diversity

- Reflect the diversity of needs in healthcare communities by utilising all available resources to facilitate access to the service where there are barriers to communication and understanding, e.g. text phone, interpretation services.

General duties and Responsibilities

- Enhance own performance through continuously developing own knowledge, skills and behaviours to meet the current and future requirements of the job and respond to the learning needs of the Trust.
- Act within acceptable parameters as an employee/ Manager for the trust, having regard to the applicable 'Code of Conduct for your role and ensuring own practice is in accordance with Trust policies.
- Maintain own CPD and contribute to own personal development by participating in annual appraisal with line manager, developing a PDP, and actively participating in agreed learning activities and evaluating effectiveness of learning in relation to role.
- Regularly review own practices and makes changes in accordance with current and/or best practice, makes suggestions for improved practice and identifies where other activities affect own practice
- To achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
- To contribute positively to the effectiveness and efficiency of the teams in which he/she works.

- To contribute to a healthy, safe and secure working environment by adhering to health and safety regulations, Trust policies, procedures and guidance. Take necessary action in relation to risks in the workplace including supporting others to manage risks and reporting incidents as necessary.
- To act in ways that support equality and diversity and the rights of individuals, ensuring own practice is in accordance with Trust policies. Identify and take action when own or others' action undermines equality and diversity.
- To raise concerns around risk, malpractice or wrongdoing at work, which may affect patients, staff or the organisation, at the earliest reasonable opportunity.
- To abide by the NHS values and the NHS Constitution, all staff must maintain the highest standards of care and service, treating every individual with compassion, dignity and respect, taking responsibility not only for the care you personally provide, but also for your wider contribution to the aims of your team and the NHS as a whole;
- The post holder will be required to adapt to and undertake different or new duties in line with professional and service developments This Job Description is intended as a general guidance to the duties and responsibilities of the post and is not, therefore, exhaustive. It will be subject to review, in light of changing circumstances and in consultation with the post-holder.

Person Specification

	Essential	Desirable
Values and Behaviours		
Commitment to providing service that meets the changing needs of external and/or internal customers	A/I	
Ability to work effectively in a team, providing support and leadership as appropriate, to achieve shared goals	A/I	
Focus on constructive evaluation and challenge of own and team performance	A/I	
Proactive in identifying opportunities for improvement and innovation	A/I	
Education/Knowledge		
5 GCSE's (one of which must be English) or equivalent or relevant previous experience	A/I	
NVQ Level 2 in Customer Care, Call Handling Operations or Administration NHS Pathways Formal Assessment		A/T
Skills and experience - deliverables for the role		
Evidence of delivering successfully in a customer focused environment.	A/I	
Providing a service directly to the public with a significant proportion of time spent dealing with enquiries over the telephone.	I	
Keyboard / data entry skills	A/T	
Competent and confident user of computer based information systems	I/T	
Demonstrable verbal & written communication skills	A/I/T	
Ability to follow and interpret policy and procedures	I	
Demonstrable effective listening, analytical and decision making skills	A/I	
Ability to deal with queries from the public/patients in a tactful and appropriate manner and in stressful and potentially life threatening situations	I	
Call centre experience		A/I
Experience of working in a health or social care field		A/I
RSA level II typing / word processing		A
Personal Behaviours & knowledge		
Ability to work as part of a team	I	
Ability to use own initiative	I	
Maintaining and understanding client confidentiality	I	
Computer literate with a working knowledge of Microsoft Office applications	I	
Excellent interpersonal skills: professional and non-judgemental at all times	I	
Able to cope under pressure and deal tactfully with difficult situations.	I	
Demonstrable evidence of empathy and social understanding	I	
Evidence of self development, and assisting others to develop	I	
Commitment to punctuality, flexible shift working, and understanding of 365 day/24 Hours rostering	I	