

SOUTH CENTRAL AMBULANCE SERVICE NHS FOUNDATION TRUST

JOB DESCRIPTION

JOB TITLE: **EMERGENCY CALL TAKER**

DEPARTMENT: Emergency Operations Centre

REPORTING TO: Senior Emergency Call Taker

AFC PAY BAND & ENHANCEMENTS: Band 3 + unsocial hours enhancement

LINE MANAGER TO: N/A

DBS DISCLOSURE LEVEL: Enhanced

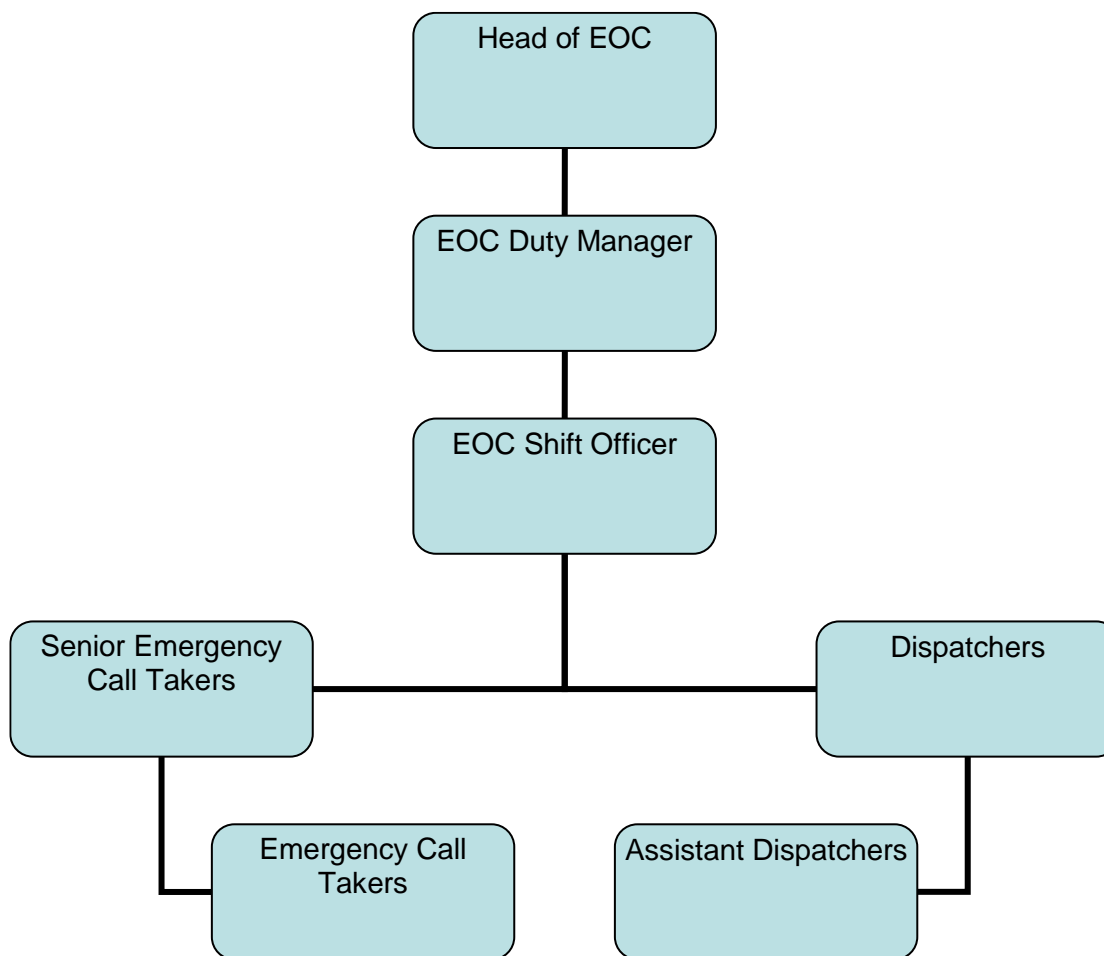
WORK PATTERN: Rota

AGE RELATED DRIVING RESTRICTION: N/A

KEY WORKING RELATIONSHIPS (INTERNAL/EXTERNAL):

- Public
- Emergency Services
- Hospitals
- GPs & Healthcare Professionals
- Trust employees

ORGANISATIONAL CHART:



OVERALL PURPOSE/ROLE SUMMARY:

To receive and prioritise emergency 999, urgent and routine calls from members of the public, other emergency services, hospitals, General Practitioners, and other healthcare professionals and to assist with all other duties required to provide the best possible standard of care to all patients and other health care professionals.

MAIN DUTIES AND RESPONSIBILITIES:

- 1 To efficiently prioritise emergency, urgent and routine calls using a computer aided triage and dispatch system within the Trust's criteria based dispatching procedures to facilitate the appropriate and timely dispatch of resources.
- 2 Provide all callers with appropriate pre-arrival instructions including cardiopulmonary resuscitation, choking procedures, childbirth procedures and the treatment of unconscious patients.
- 3 Liaise with the police, fire service and ambulance personnel to ensure the safety of staff and members of the public at the scene of an incident.

- 4 To assist the passing of messages to facilitate ambulance response to the procedural standard set.
- 5 Maintain patient and Trust confidentiality in line with the Data Protection Act, the Trust's Code of Ethics, Confidentiality policy and Caldicott procedures.
- 6 To operate telephony equipment specific to role, fax, radio and other communications equipment as required and in accordance with Trust Service Orders and procedures.
- 7 Undertake mentoring of new members of EOC staff ensuring training is consolidated and a quality service is maintained by providing regular assessments, feedback and ongoing support to the individual.
- 8 To assist in all aspects of processing, and liaising with Non Emergency Patient Transport Services.
- 9 To undertake general clerical duties including the receipt and documentation of telephone calls.
- 10 To receive, process and pass calls for 111, NHS Direct, GP OOH services and message handling services.
- 11 To undertake designated duties in relation to major emergencies, or other incidents.
- 12 To attend courses or training the Trust deems necessary for staff and/or organisational development.
- 13 To achieve service standards of performance, including recording information for audit purposes.
- 14 To operate computer keyboard and visual display unit equipment to the Trust's procedures.
- 15 Contribute towards service delivery targets.
- 16 To deliver excellent levels of customer service at all times.
- 19 To carry out other duties as and when required.

GENERAL INFORMATION:

Changes to this job description:

This is an outline of the job description and may be subject to change according to service needs and developments, which will take place in consultation with the post holder as appropriate.

SCAS Core Values: Teamwork, Innovation, Professionalism, Caring.

Smoking:

South Central Ambulance Service operates a 'No Smoking' policy.

Equality and Diversity:

South Central Ambulance Service is committed to the fair treatment of all people, regardless of their gender, race, colour, ethnicity, ethnic or national origin, citizenship, religion, disability, mental health needs, age, domestic circumstances, social class, sexuality, beliefs, political allegiance or trades union membership.

Health and Safety:

It is the general duty of every employee to take reasonable care for the Health and Safety of themselves and others including the use of necessary safety devices and protective clothing and co-operation with the Trust in meeting its responsibilities under the Health and Safety at Work legislation. The post holder must be aware of individual responsibilities under the Health and Safety at Work Act and identify and report, as necessary, any untoward accident, incident or potentially hazardous environment.

It is the Trust's responsibility to ensure that staff are able to work in a safe and conducive working environment and that responsibilities regarding Health and Safety and staff welfare legislation and best practice are fulfilled throughout their area of responsibility, this will also include undertaking Risk Assessments as and when required.

Infection Control

Infection Prevention and Control: South Central Ambulance Service is committed to reducing the risk of healthcare associated infections. All employees involved directly or indirectly in the provision of healthcare have a duty to cooperate with the Trust's Infection Prevention and Control associated Policies and Procedures to reduce the risk of healthcare associated infections for patient's staff and the public. You will be expected to cooperate with colleagues, contractors and other healthcare providers also involved in patient care directly or indirectly so far as is necessary to enable the Trust to meet its obligations under the Health and Social Care Act 2008.

Safeguarding Children and Vulnerable Adults

Safeguarding Children and Vulnerable Adults: In accordance with Section 11 of the Children Act (2004) and Department of Health guidance 'No secrets' (2000). South Central Ambulance Service is committed to safeguarding and promoting the welfare of Children, Young People and Adults. All staff working with these groups are expected to share a commitment to this. You will be expected to promptly report any concerns relating to the safeguarding of children, young people and / or adults in accordance with agreed policy and procedures. If your own conduct in relation to the safeguarding of children, young people or adults gives cause for concern the Trust's agreed Public Protection Procedures will be followed, alongside implementation of the Disciplinary Procedure where appropriate.

Confidentiality:

The post holder must ensure that personal information for patients, members of staff and all other individuals is kept secure and confidential at all times in compliance with the Data Protection Legislation.

Development:

The post holder will be required to participate in relevant development activities and development reviews.

The job description is not exhaustive and is subject to review in the light of the changing needs of the organisation. Any review of this job description will be undertaken in consultation with the post holder

Name of post holder (please use capitals)

Signature of post holder Date