

SOUTH CENTRAL AMBULANCE SERVICE NHS FOUNDATION TRUST

JOB DESCRIPTION

JOB TITLE: DISPATCHER (NEPTS)

DEPARTMENT: Commercial Division

REPORTING TO: CONTACT CENTRE TEAM
LEADER

AFC PAY BAND & ENHANCEMENTS: BAND 3 + unsocial hour's
allowances in line with section 2
agenda for change terms and
conditions

DBS DISCLOSURE LEVEL: Standard DBS

WORK PATTERN: 37.5 Hrs

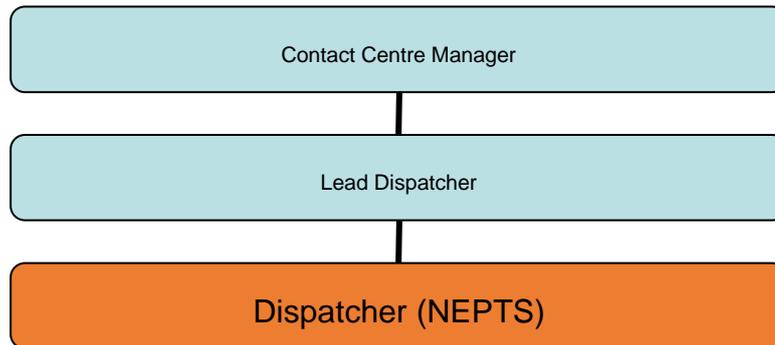
KEY WORKING RELATIONSHIPS (INTERNAL/EXTERNAL):

- NEPTS Contact Centre Manager (NEPTS)
- Team Leaders (CC)
- Team Leaders (NEPTS)
- Lead Dispatcher
- Head of Contact Centres
- Lead Planner
- NEPTS Planners
- NEPTS Call Handlers
- Volunteer Car Drivers
- Emergency Operations Control
- Corporate/Support Services

External:

- Clients/patients
- Relatives/carers
- Health and Social Care Professionals

ORGANISATIONAL CHART:



OVERALL PURPOSE/ROLE SUMMARY:

To be responsible for the effective dispatching, of the Non- Emergency Patient Transport Service (NEPTS) operational resources, ensuring that the day to day service delivery is in accordance with any associated Service Level Agreement (SLA) or Contract.

To be a main point of contact for NEPTS Operational Staff.

To be a point of contact for patients and health service colleagues, communicating information in a clear and concise method, taking into account the media used.

To be familiar with and adhere to Service plans, policies, procedures and Key Performance Indicators (KPI's).

To be an ambassador for NEPTS and the Trust ensuring that the Trust's values etc are adhered to at all times.

MAIN DUTIES AND RESPONSIBILITIES:

1. To prioritise / deploy and dispatch journeys to operational resources to ensure that Patient appointment times are met throughout the course of the shift, considering the use of both internal and external resources as appropriate and necessary.
2. Liaise with the NEPTS Call Handlers with regard to patients' conditions, mobility, appointments, collection / destination addresses and ready times
3. To utilise the mapping and two-way data functionality of the 'live data capture' system to ensure efficient utilisation of operational resources, minimising delays and downtime

4. To manage/monitor the daily patient activity utilising the Trust's Patient Transport Information System, in particular patient appointment/discharge times, mobility, medical conditions, care packages and locations / destinations of patients and vehicles.
5. To use the Trusts radio communication system in an appropriate and professional manner in accordance with Trust Policies and Standard Operating Procedures
6. To respond to changes within the Patient Transport Service as requested in order to meet the requirements of the Customer and its commissioners.
7. To undertake to be the 'first point of contact' in liaison with the customer, members of the public, patients and/or relatives that may contact the NEPTS Contact Centre out of core hours.
8. Liaise with Vehicle and Equipment Unit with reference to vehicle breakdown / faults of the NEPTS vehicles or contact the on call services in the case of vehicle breakdown
9. To answer all telephones lines in a professional and courteous manner as per training received and any associated call scripts as per the agreed Standard Operating Procedures
10. To participate in any conference call as required for the relevant area of responsibility and acting accordingly upon the information received and given.
11. To ensure that all crews have logged on and received all planned work.
12. To produce reports as/ when required by the Contact Centre Manager
13. To undertake any other responsible duties as required / directed by the Contact Centre Manager or the Locality manager (CC)
14. To participate as required in the Trust's response to Major Incident's as per agreed protocols.
15. The post holder must adhere to the Trust's Policies and Procedures.
16. To undertake any training as deemed necessary by the Trust. This relates to internal and external training and may involve residential attendance.

17. To actively participate in Team Meetings, suggesting where appropriate any changes to existing working practices in order to promote service delivery
18. To participate in the Appraisal System to culminate in a Personal Development Plan in accordance with the Trust's Policies and Procedures
19. To ensure that customers and patients are contacted regarding their transport requirements, advising of any inability to meet these requirements and advise of any other options as soon as it is apparent that any genuine commitments cannot be met.
20. To refer any matters outside area of responsibility to either a Lead Dispatcher, Team Leader or Contact Centre Manager, Team Leader (NEPTS) or Senior Operations Manager.
21. To participate in conjunction with the Trust's commissioners in any initiatives that aim to improve service delivery
22. To promote and enhance the image of the Trust at all times in accordance with Trust work rules, promoting good relations with the public, patients and other health care professional through effective and communication skills and a polite and professional manner.
23. To participate in any audits or surveys that may be required by the Trust or its commissioners
24. To ensure you remain up to date with all dispatch protocols checking the standard operation procedures and regular updates.
25. To undertake occasional planning duties as and when required by the Contact Centre Manager or Locality manager

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

SCAS has a statutory duty to safeguard and promote the welfare of children and young people (Children Act 2004), to protect adults at risk of abuse (Care Act 2014, Mental Capacity Act 2005 et al), and to support the Home Office Counter Terrorism strategy CONTEST, which includes a specific focus on PREVENT.

Safeguarding is everybody's business and any concern should be promptly reported in accordance with South Central Ambulance Service's safeguarding policy and associated guidance found within South Central Ambulance Service allegations and other associated policies. Support, advice and guidance may be sought from the safeguarding team however this should not be in place of a referral ensuring the principle of "No delay."

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.

Freedom to Speak up (FTSU):

All staff have a responsibility for creating a safe culture and an environment in which we are all able to highlight when things go wrong, might go wrong, or when things are good, but could be even better.

FTSU is a fundamental part of this and is a core element of the Trust's values and behaviours, we need to be mindful how our behaviour may inhibit or encourage someone speaking, listening or following up. Further eLearning is available on ESR.

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