

SOUTH CENTRAL AMBULANCE SERVICE NHS FOUNDATION TRUST

JOB DESCRIPTION

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| <u>JOB TITLE:</u> | CALL HANDLER |
| <u>DEPARTMENT:</u> | Patient Transport Services – Contact Centre |
| <u>REPORTING TO:</u> | Contact Centre Team Leader |
| <u>AFC PAY BAND & ENHANCEMENTS:</u> | BAND 2 + Unsocial Hours Allowance in line with Section 2 Agenda for Change Terms and Conditions |
| <u>LINE MANAGER TO:</u> | N/A |
| <u>DBS DISCLOSURE LEVEL:</u> | Standard |
| <u>WORK PATTERN:</u> | Full Time |

KEY WORKING RELATIONSHIPS (INTERNAL/EXTERNAL)::

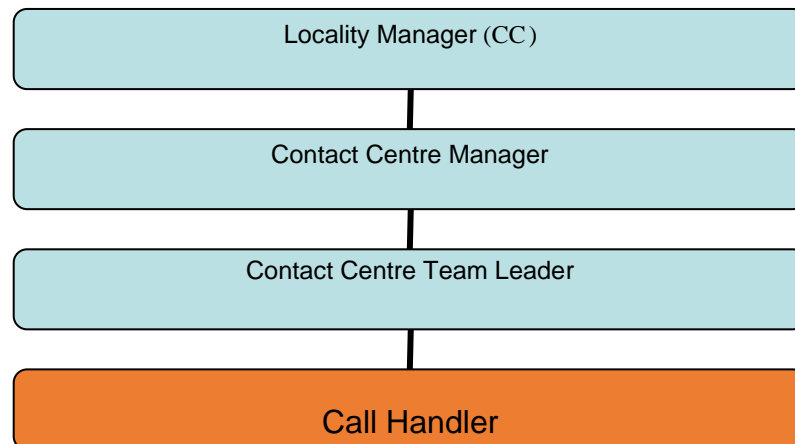
Internal:

- Contact Centre Manager
- Head of Contact Centres
- Team Leader (Contact Centre)/Team Leaders (Non-Emergency Patient Transport Services)
- Planners
- Dispatchers
- Volunteer Car Drivers
- Emergency Operations Control
- Corporate/Support Services

External:

- Clients/Patients
- Relatives/Carers
- Health and Social Care professionals
- On Call personnel

ORGANISATIONAL CHART:



OVERALL PURPOSE/ROLE SUMMARY:

To efficiently take and record incoming telephone calls requesting Patient Transport, in accordance with the set audit procedure, meeting agreed Key Performance Indicators (KPIs). To be customer focused and provide information in a polite and accurate manner. To handle all other incoming telephone calls to the Contact Centre as appropriate to their nature. To make outgoing calls as required, efficiently passing messages using IT equipment, telephone or other means and to undertake all administrative duties as appropriate.

MAIN DUTIES AND RESPONSIBILITIES

1. To receive and accurately process Patient Transport requests from Patients, GPs and other healthcare professionals via telephone, in accordance with the audit procedure, accurately entering data relating to patient and location using the computerised Patient Data system.
2. To accurately receive and transmit all types of messages relating to the operations of South Central Ambulance Service (e.g. from Trust staff and external callers) and to fully complete all message forms and any other appropriate documentation as required.
3. To ensure that telephone calls from all lines (as per Senior Call taker/Team Leader directive) are answered and dealt with in a professional manner following any associated call scripts.
4. To amend patients booking details for transport with any changes, to include date, times, hospital, mobility, clinic etc. as required.

5. To ensure that the relevant eligibility criterion is applied equitably via the telephone and ineligible patients are signposted to an alternative provider via the Directory of Alternative Transport (DAT)
6. To provide patients, GPs and other healthcare professionals via telephone and the Instant Message function of accurate resource arrival times for a patient's journey in a professional manner.
7. To effectively use all equipment, including telephone and computers, ensuring effective communication links.
8. To monitor the voicemail boxes and ensure that they are expedited within the required KPI.
9. To Ensure that all voicemail data is recorded in accordance with associated guidelines to ensure accurate reporting.
10. To receive an Extra Contractual Referral (ECR) booking and source the appropriate approval from the relevant CCG or Provider in accordance with the relevant Standard Operating Procedure.
11. To liaise with the dispatch team when requests for on the day information, new bookings and enquiries.
12. To input quality data from crews from private providers and Voluntary Car drivers as necessary
13. To support new staff during training and work as part of a team to promote high levels of customer service to patients, commissioners and other health care professionals.
14. To report any untoward, adverse or unusual incidents to the Contact Centre Team Leader as appropriate.
15. To work effectively and co-operatively within the team environment.
16. To be familiar with and adhere to service plans, policies, Standard Operating procedures and KPIs.
17. To undertake all necessary training and development in order to effectively carry out your duties and to ensure that all your competency audits relating to your post are current.
18. To participate in relevant team and one to one meetings.

19. To participate in the Trust's annual Individual Performance Review and Development (IPRD) process and, working closely with the Contact Centre Team Leaders to ensure that your KSF programmes are completed annually.
20. To be aware of service developments and their implications for performance, and to keep up to date with Trust policies and procedures.
21. To undertake general Contact Centre duties as required.

GENERAL

22. Treat clients, their relatives and carers in a polite, sympathetic, helpful and ethical manner
23. All staff has access to confidential information and patients and on no such account must such information be divulged to anyone who is not authorised to receive it. Confidence of information must be preserved at all times whether at or away from work any breach of such information is considered a serious disciplinary offense which is liable to dismissal and/or prosecution under statutory legislation data protection act policies and procedures. Therefore all staff must maintain confidentiality in relation to personal data held on patients in accordance with the Data Protection Act and Trust Caldicott Guardianship principles.
24. To assist and support in the on the job mentorship of staff.
25. 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.

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
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