



# **Call Handler Induction Competency Booklet**

**To be used in conjunction with the 24 hour Call Centre 'Staff  
Competency Framework' Booklet**

## **ORIENTATION TO THE 24 HOUR TELEASSESSMENT CALL CENTRE**

The 24 hr Tele Assessment Call Centre (TAS) serves 8 British Forces Germany (BFG) wide medical centres, 3 European Support Group (ESG) medical centres and 2 ISODETS in Spain and Portugal - providing both in and out of hours telephone triage for patients who believe they require either 'same day' appointments or 'out of hours' medical care provision.

The call centre and all medical centres are managed by British Forces Germany Health Services (BFGHS) in conjunction with 'Soldiers Sailors and Air Force Association' (SSAFA) and Guys and St Thomas Trust (GSTT) Tele Assessment, Nursing, Medical and Allied Professional care are provided by both military and civilian staff.

We care for a population of approximately 26,000 military personnel and their families as well as civilians, contracted to the Ministry of Defence (MOD) - providing Tele Assessment triage, treatment, rehabilitation and support using a multi-disciplinary approach to care. This care provision includes - all military specific care, primary health care, referral to secondary health care, ante and post natal care, Health visiting, community child specific care, psychiatric care, physiotherapy/rehabilitation and dietetic care.

The 'Tele Assess Team Manager' Karen Richardson coordinates and supports a team of Shift Lead Nurses, Triage Nurses and Call Handlers to provide Tele Assessment consultations from this central BFG/ESG accessed centre.

The Call Centre is open 24 hours per day / 365 days per year. We work 150 hrs per month in various shift patterns (pro rata if part time).

Shift Lead Nurses' provide and coordinate the team specific duty rosters in rotation. You will be required to work a range of shifts to enable/ensure safe staffing levels within the 24 hour call centre.

There are planned Departmental training sessions and 'illness/injury orientated teaching presentations' organised/provided by the Shift Leads on a regular basis.

It is anticipated that, during your induction you will gain an overview of how our call centre operates and the valuable contribution of all staff working here.

Below are a number of set objectives for the induction period and beyond – all staff will endeavour to assist you to achieve these.

**Welcome to the Tele Assessment Team – enjoy your induction and we look forward to working with you.**

## Developmental objectives

Suggested areas for completion by the end of induction period (1- 2 weeks dependent on previous experience)

- ❖ Orientation to call centre and Health and safety requirements
- ❖ Awareness of the structure of British Forces Germany Health Service (BFGHS) Soldiers, Sailors, Air Force Association (SSAFA) Guys and St Thomas Trust (GSTT) and the regional medical centre/hospital multi disciplinary teams
- ❖ Aware of local and BFGHS policies, protocols and guidelines
- ❖ Personal documentation e.g. off duty, requests, leave application, study application
- ❖ Basic 'user knowledge' of Defence Information Infrastructure and Defence Medical Information Capability Programme (DII/DMICP) systems
- ❖ Working Knowledge of Odyssey TeleAssess Reception Tool + scenario testing
- ❖ Ability to navigate the BFGHS 'Team Shared Point' and retrieve information.
- ❖ Full understanding of all TeleAssess interdisciplinary methods of communication used
- ❖ Commence Staff Development Department (SDD) mandatory training matrix – link below

Personal objectives

- ❖
- ❖
- ❖

Date of interview

Mentor signature

Call Handler signature

Suggested areas for completion by the end of three month point

❖ Develop knowledge and skills

1. Consolidation in use of Odyssey TeleAssess
2. Scanning of TeleAssess Documentation into DMICP
3. DMICP searches and assistance in audit

❖ Undertake mandatory training as noted in the SDD mandatory training matrix – link below

Personal objectives

- ❖
- ❖
- ❖

Date of interview

Mentor signature

Call Handler signature

Suggested areas for completion by the end of six to twelve month period.

- ❖ Complete all Call Handler 'hyperlinked' competencies and 'Specific competency booklet – all staff'

Personal objectives

- ❖
- ❖
- ❖
- ❖
- ❖

Date of interview

Mentor signature

Call Handler signature

## ONLINE MANDATORY TRAINING - follow the links below

**BFGHS Structure, SSAFA – the association, HR and finance, Staff Development Dept, policies and procedures (staff handbook) Safeguarding Children (in first week)**

<http://cui1-uk.diif.r.mil.uk/r/693/LLP/Forms/AllItems.aspx?RootFolder=%2fr%2f693%2fLLP%2fStaff%20Development%20Department%20%28SDD%29%2fMandatory%20Training%20and%20Presentations&Folder>

**DSE assessment** – to be undertaken within 2 weeks with Jackie Packwood or Debby Ellis

### **Staff Development Department mandatory training matrix**

<http://cui1-uk.diif.r.mil.uk/r/693/LLP/Forms/AllItems.aspx?RootFolder=%2fr%2f693%2fLLP%2fStaff%20Development%20Department%20%28SDD%29%2fMandatory%20Training%20and%20Presentations&FolderCTID=0x0120006C27607A169F4EE1B643238E1C81ACED00E29E42BDAE791E47AB3FFDC6B3D53B1D&View=%7b31978A64%2d2D8E%2d450E%2d9868%2d7221CC77A76%7d>

Undertake the following

#### **First week**

Safeguarding children level one

Caldicott power point presentation

MOSS team site induction

DII user induction

Protecting information level one

Fire training

#### **All remaining competencies within 3 months**

## **CALL HANDLER WORK BASED LEARNING COMPETENCE**

You will be allocated a mentor who will guide and help you work through these competencies. Assessment is ongoing and can be undertaken by any shift leader:

Use the following pages to reflect on Knowledge gained/skills learned.

# REFLECTION



# REFLECTION

# REFLECTION