



## JOB DESCRIPTION

<b>Post Title:</b>	Call Handler
<b>Band:</b>	Administration Band 1 - 5
<b>F/T or P/T:</b>	Full Time or Part Time Shift Work and unsociable hours are a feature of this post including nights, weekends and public holidays
<b>Professionally Responsible To:</b>	Registered Nurse
<b>Managerially Accountable To:</b>	TeleAssess Managers
<b>Location:</b>	Central Region
<b>Base:</b>	<b>24 hour</b> Call Centre

### JOB SUMMARY:

The Call Handler is the first point of contact for patients requesting medical advice by telephone. They will answer calls, using the software system to prioritise, and record details of calls, advising patients appropriately in relation to response times and action in the event of urgent requirements.

The Call Handler will work as a member of the Primary Care team, under the supervision of a Registered Nurse. Health care advice services will be required throughout the 24 hour period, 7 days a week, 365 days a year.

### KEY RESPONSIBILITIES:

#### Call Handling

1. To answer telephone calls from patients requesting medical advice as promptly and efficiently as possible, communicating in a manner which promotes a professional image of the service,
2. To use Odyssey Reception software to record information as required, ensuring that where necessary, call priorities are identified so as to facilitate appropriate response times.
3. To alert the nursing staff to calls which give cause for concern in a timely and professional manner.
4. Under the direction of the nursing team, to communicate with other service providers as required to meet the needs of patients and, as appropriate, other staff groups.
5. To liaise calmly and effectively between caller and third party in critical situation/areas of concern.

6. To record and relay information accurately and in a timely manner to the relevant person/and or enter details on a database.
7. To undertake the training necessary to achieve competence in use of the Odyssey software and other computer systems in use.
8. Where appropriate to document relevant information on DMICP in accordance with standards of good practice ensuring that detail is entered contemporaneously.
9. To be mindful of the sensitive nature of the medical information relating to the work of the Call Centre and recognise the need for maintaining confidentiality both within and outside the Association.
10. To work with the primary care team to audit practice as required, agreeing action plans as required.

### **Administrative Tasks**

1. To undertake general filing, report searches, clerical work and any other duties commensurate with the role as required.

### **Accountability**

1. To recognise the limitations of own knowledge, skills and experience and the importance of working within the bounds of his/her own competence at all times.
2. To have awareness and understanding of BFG HS and professional, Child Protection and Safeguarding Children policy and guidance and to act in accordance with the directions.

### **Continuous Professional Development**

1. To undertake all relevant training to carry out the duties of the post.
2. To successfully complete all mandatory and essential training.
3. To recognise the requirement to undertake appropriate training to fulfil the requirements of the role.
4. To participate in the Personal Development Review process, ensuring that training needs are recorded in a Training and Development Plan after discussion with a mentor and/or line manager.

## **GENERIC RESPONSIBILITIES**

### **Health and Safety**

1. To comply with the Health and Safety at Work etc. Act 1974.
2. To take responsibility for his/her own health and safety and that of other persons who may be affected by his/her own acts or omissions.

### **Equality and Diversity**

1. To carry out at all times his/her responsibilities in line with the SSAFA FH Equal Opportunities Policy and Procedure.

### **Safeguarding Children**

1. To have awareness of the relevant BFG HS and professional child protection and safeguarding children policy and guidance and to act in accordance with their direction, attending update training as required.

### **Risk Management and Clinical Governance**

1. To work within the existing Clinical Governance Framework of BFG HS incorporating Risk Management and all other SSAFA FH/Command quality initiatives.

### **Confidentiality**

1. To maintain confidentiality of information relating to patients, clients, staff and other users of the services of SSAFA FH/BFG HS in accordance with the SSAFA FH Confidentiality Undertaking and the Data Protection Act 1998. Any breach of confidentiality may render an individual liable for dismissal and/or prosecution.

### **Military Standing Orders**

1. To fully comply with all Military Standing Orders. Failure to do so may result in an employee's dismissal.
2. It is the responsibility of the individual employee to familiarise him/herself with Military Standing Orders, which are available in all Medical Centres or via the Line Manager.

### **General**

1. To undertake any other duties commensurate with the role, within the bounds of his/her own competence.

**PERSON SPECIFICATION – CALL HANDLER**

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>Qualifications/Education</b> <ul style="list-style-type: none"> <li>• Good standard of literacy and numeracy, including GCSE or equivalent in English and Maths</li> <li>• ECDL or equivalent IT qualification or willing to work towards</li> </ul>	 √  √	
<b>Knowledge, Skills &amp; Experience</b> <ul style="list-style-type: none"> <li>• Experience of working in a health care setting or a call centre</li> <li>• Excellent communication skills both written and verbal</li> <li>• Active listening skills</li> <li>• Able to prioritise workload</li> <li>• Understanding of the importance of maintaining confidentiality</li> </ul>	 √ √ √ √	 √
<b>Personal Qualities</b> <ul style="list-style-type: none"> <li>• Clear speaking voice on the telephone</li> <li>• Polite and tactful</li> <li>• Calm under pressure</li> <li>• Ability to express empathy and to provide reassurance</li> <li>• Resourceful and adaptable</li> <li>• Reliable</li> <li>• Organised</li> <li>• Recognises the limits of own knowledge and skills</li> <li>• Willing to undergo training to fulfil requirements of the post</li> </ul>	 √ √ √ √ √ √ √ √ √	
<b>Other</b> <ul style="list-style-type: none"> <li>• Willing and able to work at night, weekends and public holidays</li> <li>• Enhanced CRB Clearance</li> <li>• Proof of vaccination &amp; immunisation status in accordance with Department of Health guidelines</li> <li>• Willingness to travel (within the region)</li> <li>• Full manual driving licence</li> </ul>	 √ √ √	   √ √

Employee Signature ..... Date .....

Line Manager Signature ..... Date .....