



British Forces Germany Health Services

‘24 Hour Call Centre’

Staff Competency Framework

Contents

Section No	Section Title	Page
1	TeleAssess Staff competency framework	2
2	Competency Framework Overview	4
3	Core Competencies	5
4	Call Handler Competencies	9
5	Triage Nurse Competencies	11

Section 1 – TeleAssess Staff Competency Framework

Framework

What are TeleAssess competencies?

TeleAssess competencies are those required by the British Forces Germany Health service (BFGHS) service providers to ensure that each individual staff member has the knowledge, skills and capabilities to meet the defined expectations of their job role. The competencies are intended to complement the job descriptions / specifications and individual Personal Development Plans for the BFGHS 24 hour call centre staff.

Definition of competence

The Joint Commission on the Accreditation of healthcare Organisations (JCAHO¹) definition of competence is “***A determination of an individual’s skills, knowledge and capability to meet defined expectations***”.

Why is competence important?

The achievement of competence is necessary to show and measure the effective functioning of performance within job/roles. A competency framework assists individuals and their employers to identify individual learning and development needs and to map these to the achievement of the service / organisations’ overall objectives. Identifying the learning and development needs of each employee ensures that they are prepared and supported to undertake a specified job role.

How were the competencies developed?

The competencies have been adapted from those developed by Plain Health care.² and also the ‘Telehealthcare Knowledge and Skills Working Group’ as part of the implementation of the Telehealthcare Education and Training Strategy for Scotland.³

How should the Competency Framework be used?

The Framework is intended to support the BFGHS 24 hour call centre staff and their line managers to determine the knowledge and skills necessary for each of the job roles within the TeleAssess delivery process – namely call handling, triage and response.

'Core' competencies which apply to all BFGHS 24 Hour call centre roles are presented in Section 3. In addition to the core competencies, competencies specific to each TeleAssess role are included in the subsequent sections of the Framework document. Line managers and staff should only apply those competencies which are relevant to each individual staff member's actual role and remit.

¹ Joint Commission on the Accreditation of Healthcare Organisations, 2005. <http://www.jointcommission.org/>

² Plain Health care -

³ Telehealthcare in Scotland: A strategy for education and training (2010-12). March 2010, Scottish Government. <http://www.jitscotland.org.uk/knowledge-bank/publications/telecare/>

Section 2 - TeleAssess - Knowledge & Skills Framework

Core Competencies (applicable to all TeleAssess staff roles)
Service Delivery
Learning & Development
Communications
Personalised Services
Reviewing
Health and Safety
Administration

Role Specific Competencies

Call Handler Call Management Communication Administration

Triage Nurse Call Management Communication Administration Plus...
--

Key to method of Assessment

Q = Question	D/O = Direct observation	E = Evidence
--------------	--------------------------	--------------

Key to Competency level

1 = Not applicable to role	2 = Competency not met	3 = Competency Met	4 = Competency exceeded
----------------------------	------------------------	--------------------	-------------------------

Section 3 – Core Competencies for all TeleAssess staff

Domain	Function/Task	Competency	Method of Assessment	Competency Level				Comment
				1	2	3	4	
Service Delivery	Demonstrate knowledge base required for role and the impact on service delivery	Understands how their role interacts with others in related services	Q					
		Understands how the service fits into the wider picture of the organisation	Q					
		Recognises role boundaries, initiating discussions with their supervisor / line manager when required and always with suspected Child Welfare or Vulnerable Adult cases	Q					
	Undertake practice taking into account legal and ethical issues relating to TeleAssess	Demonstrates the application of principles of ethical behaviour, including honesty, confidentiality, personal and professional integrity	D/O					
		Demonstrates adherence to ethical, legal and applicable to organisational policies	D/O					
	Recognise the importance of keeping up to date with the processes and service developments to maintain and improve competence.	Ensures service developments and changes to processes are incorporated into practice	Q					
		Utilises organisational facilities and resources which are available to support further learning and development	E					
		Demonstrates ability to adapt to change and effectively communicates challenges and concerns	D/O					
	Personal Development	Demonstrate a commitment to the need for continuing personal development in order to enhance knowledge, skills, values and attitudes needed for safe and effective practice.	Demonstrates an understanding of the organisation's supervision policy and annual appraisal (EKSF) procedures	Q				
Attends and actively contributes to the 1-2-1s and EKSF process			D/O					
Actively participates and takes responsibility for his/her personal development			Q E					
Identifies areas for development of practice			E					
Demonstrates progress of self development through reflective practice			E					
Understands ways to access development opportunities			Q					
Participates in learning and development programmes as necessary to keep up to date			E					

Section 3 – Core Competencies for all TeleAssess staff

Domain	Function/Task	Competency	Method of Assessment	Competency Level				Comment
				1	2	3	4	
Personal Development		Assists in the provision of training and mentoring colleagues in own organisation and partner agencies	D/O Q and E					
		Contributes to the implementation of the Lifelong Learning Policy	E and Q					
		Identifies and applies benefits of learning opportunities and communicates these to peers and other colleagues	E					
Communication	Communicate effectively using a range of methods in relation to sensory, physical and cognitive needs	Demonstrates that they can interact with individuals and others using appropriate methods and systems	D/O					
		Promotes effective communication for and about individuals	Q and E					
		Supports individuals with specific communication needs	Q and E					
	Complaints, compliments and suggestions	Demonstrates a working knowledge of local policy and procedures for dealing with complaints/ compliments and suggestions and is able to explain these to colleagues / individuals	Q					
	Telephone Management	Follows organisational procedures for telephone calls management	D/O and Q					
	Working with others	Demonstrates awareness of, and ability to, manage their own and others emotions	D/O and Q					
		Works as an effective and responsible team member.	D/O and Q					
		Treats colleagues and others fairly and equally	Q					
		Identifies with, and has a shared commitment to achieving team objectives	Q					
		Shares knowledge and information with others	D/O and E					
		Actively seeks the input of colleagues and other professionals / agencies and values their contributions and efforts	E					
	Staff Conduct	Acts responsibly at all times (adhering to professional codes of conduct and boundaries)	D/O and Q					
		Identifies themselves as a representative from the organisation, leaving a positive impression of themselves and the organisation	D/O					

Section 3 – Core Competencies for all TeleAssess staff

Domain	Function/Task	Competency	Method of Assessment	Competency Level				Comment
				1	2	3	4	
Communication		Ensures confidentiality of information, adhering to Data Protection and Freedom of Information Acts	Q					
		Demonstrates a working knowledge of the organisation's Equality and Diversity policies and procedures	Q					
Individual Services	Work with service users to ensure the service meets their needs, in line with relevant standards and codes of practice, using a person-centred approach.	Recognises the importance of quality service delivery and aims to exceed individuals' expectations	Q and E					
		Identifies opportunities to improve the way the team delivers individual services	E					
		Takes personal responsibility to manage individual relationships	D/O and Q					
		Carries out follow-up calls to individual within agreed timescales	D/O					
		Demonstrates that they routinely make individuals, carers and colleagues aware of any changes to the service being provided	D/O and Q					
		Provides relevant information and advice when they are the first point of contact	D/O					
	Recognises the role of the family and carer in the provision of support and care to the individual.	Demonstrates sensitivity to individuals, carers and family members	D/O					
		Respects the values, customs and beliefs of individuals	D/O and Q					
Reviewing	Identify emerging / changing needs and potential problems	Supports staff, individuals and key people to identify changes in the care needs of individuals	D/O Q and E					
		Refers to other agencies, as appropriate	D/O Q and E					
Health and Safety	Understanding health and safety policies and procedures	Understands and adheres to the organisation's health and safety policies and procedures	Q					
		Understands and adheres to the organisation's Adults Protection / Safeguarding policies and procedures	Q					

Section 3 – Core Competencies for all TeleAssess staff

Domain	Function/Task	Competency	Method of Assessment	Competency Level				Comment
				1	2	3	4	
Health and Safety	Disaster Procedures	Is aware of and understands their role and responsibilities relating to local Disaster Procedures and ensuring business continuity	Q					
	Lone Working	Is aware of and understands the 'Lone Worker' policy	Q and E					
		Is aware of call centre policies and SOP's re midwifery lone workers	Q and E					
		Takes responsibility to comply with call centre Lone Working Procedures reference midwifery 'on and off call'	D/O and Q					
		Follows local procedures reference Nurse/GP call outs to medical centre's	D/O and Q					
Administration	Carry out Administration procedures	Administers own workload in accordance with local systems and processes	E					
		Understands the relevance and importance of correct data entry procedures and reporting	Q and E					
		Inputs data and manage workload in accordance with policy & procedures	D/O and E					
		Maintains clear and comprehensive written records of all contacts with individuals and other agencies on relevant systems	D/O and E					

Section 4 – Call Handler Competencies

	Function/Task	Competency	Method of Assessment	Competency Level				Comment
				1	2	3	4	
Call Management	Recognise and adhere to organisational standards for access and use of IT equipment	Demonstrates knowledge of local IT systems and software to support the call handler role	D/O and Q					
		Demonstrates ability to search information and knowledge resources effectively and efficiently to support the management of the individual's journey	D/O and Q					
		Demonstrates ability to record individual data accurately in accordance with organisational standards	E					
	Support remote communication with the individual	Controls calls effectively whilst gathering relevant information to determine the most appropriate action, following agreed response protocols	D/O					
		Demonstrates skill and assertiveness in managing challenging calls	D/O					
		Manages and prioritises all other incoming telephone calls / call handling systems using the correct policies , procedures and standards	D/O					
		Follows service procedures for signposting callers in the event of non- urgent calls	Q					
		Follows service procedures for signposting callers in the event of emergency calls	Q					
		Communicates with individuals, providing information or advice, resolution or escalation of problems	D/O and Q					
		Demonstrate the ability to identify and challenge abusive or inappropriate behaviour.	Demonstrates skill and assertiveness in managing challenging calls	D/O				
	Demonstrates ability to control emotions and behaviours during challenging calls		D/O					
	Reviews difficult calls to identify effective / ineffective approaches / interventions		D/O and Q					

Section 4 – Call Handler Competencies

	Function/Task	Competency	Method of Assessment	Competency Level				Comment
				1	2	3	4	
Communication	Engage in, develop and disengage from relationships through the use of appropriate communication and interpersonal skills	Listens attentively to callers to get a true understanding of the reasons for the alert / call	D/O and E					
		Applies an appropriate mix of listening and questioning to gather information quickly and sensitively	D/O and E					
		Explains information appropriately to address individual's needs	D/O and E					
		Provides information in a suitable format	D/O and E					
		Communicates effectively to convey information appropriately and accurately	D/O and E					
	Demonstrate appropriate interaction and communication with individuals	Demonstrates empathy and understanding for the individual and their situation	D/O and E					
		Greets individual, manages expectations and signposts, giving clear information regarding next steps	D/O and E					
	Demonstrate skills and knowledge to assimilate information.	Determines the individual needs of the caller	D/O and E					
		Provides necessary information within the boundaries of the call handler role	D/O and E					
		Allays caller's concerns and minimises distress	D/O and E					
Administration	Administration	Effectively manages and updates active calls - this will include joint working and regular liaison with other colleagues agencies and support providers	Q and E					

Section 5 – Triage Nurse Competencies

	Function/Task	Competency	Method of Assessment	Competency Level				Comment
				1	2	3	4	
Call Management	Recognise and adhere to organisational standards for access and use of IT equipment	Demonstrates knowledge of local IT systems and software to support the call handler role	D/O and Q					
		Demonstrates ability to search information and knowledge resources effectively and efficiently to support the management of the individual's journey	D/O and Q					
		Demonstrates ability to record individual data accurately in accordance with organisational standards	E					
	Support remote communication with the individual	Controls calls effectively whilst gathering relevant information to determine the most appropriate action, following agreed response protocols	D/O					
		Demonstrates skill and assertiveness in managing challenging calls	D/O					
		Manages and prioritises all other incoming telephone calls / call handling systems using the correct policies , procedures and standards	D/O					
		Follows service procedures for signposting callers in the event of non- urgent calls	Q					
		Follows service procedures for signposting callers in the event of emergency calls	Q					
		Communicates with individuals, providing information or advice, resolution or escalation of problems	D/O and Q					
	Demonstrate the ability to identify and challenge abusive or inappropriate behaviour.	Demonstrates skill and assertiveness in managing challenging calls	D/O					
		Demonstrates ability to control emotions and behaviours during challenging calls	D/O					
		Reviews difficult calls to identify effective / ineffective approaches / interventions	D/O and Q					

Section 5 – Triage Nurse Competencies

	Function/Task	Competency	Method of Assessment	Competency Level				Comment
				1	2	3	4	
Communication	Engage in, develop and disengage from relationships through the use of appropriate communication and interpersonal skills	Listens attentively to callers to get a true understanding of the reasons for the alert / call	D/O and E					
		Applies an appropriate mix of listening and questioning to gather information quickly and sensitively	D/O and E					
		Explains information appropriately to address individual's needs	D/O and E					
		Provides information in a suitable format	D/O and E					
		Communicates effectively to convey information appropriately and accurately	D/O and E					
	Demonstrate appropriate interaction and communication with individuals	Demonstrates empathy and understanding for the individual and their situation	D/O and E					
		Greets individual, manages expectations and signposts, giving clear information regarding next steps	D/O and E					
	Demonstrate skills and knowledge to assimilate information.	Determines the individual needs of the caller	D/O and E					
		Provides necessary information within the boundaries of the call handler role	D/O and E					
		Allays caller's concerns and minimises distress	D/O and E					
Administration	Administration	Effectively manages and updates active calls - this will include joint working and regular liaison with other colleagues agencies and support providers	Q and E					

