



## 1. JOB DESCRIPTION

Job Title: Call handler (Fixed Pattern)

Location: Longbow

Hours of Work: TBA

Responsible To: Call Centre Manager

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## 2. JOB SUMMARY

**This role is an amalgam of the CCC co-ordinator and Call handling role, therefore the duties will be a composite of these two roles. The two activities will be carried out simultaneously.**

You will be supporting a clinically lead team whose main role is to coordinate and facilitate the care of patients being admitted to hospital from their GP surgeries and also act as a single point of contact for GP's accessing emergency secondary care. You will be dealing directly with health care professionals and patients over the phone, via email and electronic fax. You will be responsible for dealing with confidential patient information and ensuring all information entered into our systems is accurate.

You will receive incoming calls promptly and efficiently from Patients, Health Care Professionals and services, processing onto Shropdoc's operational and clinical application (internal computerized database) or other as appropriate, in accordance with laid down guidelines, fast tracking to the appropriate health care professional or service. To carry out general administration duties

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## 3. KEY TASKS AND RESPONSIBILITIES

1. To receive incoming calls promptly and efficiently from Patients, Health Care professionals and services, process onto Shropdoc's operational and clinical application (internal computerised database) or other as appropriate, in accordance with laid down guidelines, fast tracking to the appropriate health care professional or service.
2. To ensure all calls are input into our Clinical software in a precise and timely manner.
3. To arrange and send all the relevant paperwork to healthcare providers in a timely manner.

4. To ensure that all associated administration is completed including scanning/photocopying.
5. To book patient transport using the appropriate service, enabling patient's calls with ambulance if emergency transport is required as defined by our 999 trigger list.
6. To support clinicians in liaising with the various medical, social and transport services to ensure the delivery of agreed care.
7. To conference call with healthcare providers where relevant to provide the most appropriate patient care.
8. To ensure that you remain up-to-date and familiar with all non-clinical CCC and Call handling protocols and processes on the Shropdoc 'Hub', reading regular updates and keeping up to date with Bluestream training modules.
9. To make outbound calls to patients to arrange outpatient appointments.
10. To update information on all of Shropdoc's databases / systems ensuring clear and concise notes are made for handover purposes.
11. Arrange and administrate care plans for patients undergoing long term treatment.
12. To enter appointments in relevant clinics.
13. To receive incoming calls from lone workers, recording information and escalating risks in accordance with laid down guidelines.
14. To search for correct demographics using Summary Care record, verify patients details and update records if required.
15. To ensure that all prescriptions are faxed or emailed to the appropriate chemist, entered on to relevant spreadsheet and filed during shift. Obtaining a clinician signature before faxing.
16. To attend and participate in training and Mandatory Training sessions as directed
17. To attend and participate in Operational Team Meetings.
18. To maintain a constant and continuous interest in Health and Safety matters applicable to Shropdoc activities, and strive to ensure that all staff avoid risks, and discourage irresponsible behaviour. Ensuring that in the event of incident/accident these are reported to the appropriate bodies/personnel and in the appropriate accident books.
19. To actively participate in the training and mentoring of current team and any new members of staff.

20. To be fully aware and able to implement all or any contingency plans as required.
21. To liaise with patients and the wider Primary Health Care Team as required to ensure the efficient management of patient care.
22. To undertake any duties of a similar nature consistent with the responsibilities of the post in order to provide a quality service.
23. To ensure that general housekeeping duties are carried out on each shift.
24. In line with other posts may be subject to change according to service needs, in consultation with the post holder

The following details are generic to all Shropdoc employees:

#### **4. PROBATIONARY PERIOD**

This post is subject to the requirements of a six month probationary period for new staff only.

#### **5. STANDARDS OF BUSINESS CONDUCT**

The post holder will be required to comply with Shropdoc Policies and Procedures and, at all times, deal honestly with Shropdoc, with colleagues and all those who have dealings with Shropdoc including patients, relatives and suppliers.

All Shropdoc staff may be involved directly or indirectly with people who are receiving a health service. Therefore, Shropdoc is exempt from the Rehabilitation of Offenders Act (1974) and this post may be subject to a Criminal Records Bureau disclosure.

#### **6. PROFESSIONAL REGISTRATION**

- i. If you are employed in an area of work which requires membership of a professional body in order to practice (e.g. Nursing & Midwifery Council for Nurses), it is a condition precedent of your employment to maintain membership of such a professional body. It is also your responsibility to comply with the relevant body's code of practice. Your manager will be able to advise you on which, if any, professional body of which you must be a member.
- ii. You are required to advise Shropdoc if your professional body in any way limits or changes the terms of your registration.
- iii. Failure to remain registered or to comply with the relevant code of practice may result in temporary downgrading, suspension from duty and/or disciplinary action which may result in the termination of your employment.
- iv. If you are required to have registration with a particular professional body or to have specific qualifications you must notify your manager on appointment of such fact and provide him or her with documentary evidence of them before your employment commences or, at the latest, on your first day of employment. Furthermore throughout your employment with Shropdoc, you are required on demand by your manager to provide him or her with documentary evidence of your registration with any particular professional body or in respect of any required qualifications.

## **7. CONFIDENTIALITY and INFORMATION GOVERNANCE**

All staff may have access to confidential information about patients, staff or any Shropdoc or Health Service business. On no account must such information be divulged to anyone who is not authorised to receive it. Confidentiality of information must be preserved at all times whether at or away from work. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and/or prosecution under statutory legislation (Data Protection Act) and Shropdoc's Disciplinary Procedure.

All staff must act within legislation, policies and procedures relating to information governance

## **8. DATA PROTECTION AND THE DATA PROTECTION ACT 1998**

If you have contact with computerised data systems you are required to obtain, process and/or use information held on a computer or word processor in a fair and lawful way. To hold data only for the specific registered purpose and not to use or disclose it in any way incompatible with such purpose. To disclose data only to authorised persons or organisations as instructed.

All staff who contribute to patients' health records are expected to be familiar with, and adhere to, Shropdoc's Records Management Procedure. Staff should be aware that patients' records throughout Shropdoc will be subject to regular audit.

## **9. HEALTH AND SAFETY**

All staff must act within legislation, policies and procedures relating to Health and Safety

All staff must attend statutory/mandatory training as instructed

All staff must be familiar with Shropdoc's Health and Safety Policy, including a thorough understanding of personal responsibilities for maintaining own and the health and safety of others.

## **10. RISK MANAGEMENT**

All Shropdoc employees are accountable, through the terms and conditions of their employment, professional regulations, clinical governance and statutory health and safety regulations. Staff are responsible for reporting incidents, handling patient feedback and complaints appropriately, being aware of the risk management strategy and emergency procedures, and attendance at any relevant training as required.

The post holder will ensure compliance with Shropdoc's risk management policies and procedures. These describe Shropdoc's commitment to risk management, the recognition that our aim is to protect patients, staff and visitors from harm and stress and that all staff have a responsibility to minimise risk.

## **11. INFECTION CONTROL**

All staff are required to be familiar with Shropdoc's infection control policies and procedures and national guidance in relation to infection control. All staff whose normal duties are directly or indirectly concerned with patient care must ensure that they complete mandatory infection control training and are compliant with all measures known to be effective in reducing Healthcare Associated Infections.

## **12. SAFEGUARDING**

Shropdoc is committed to ensuring the safeguarding of vulnerable adults and children in our care. All employees are required to be familiar with their responsibilities and to raise any concerns as appropriate. An overview of Safeguarding is covered during induction and staff will be required to attend additional training regarding safeguarding relevant to their position and role.

## **13. EQUALITY, DIVERSITY AND HUMAN RIGHTS**

The post holder will treat all colleagues, service users and members of the public with respect and dignity regardless of their gender, age, race, religious beliefs, religion, nationality, ethnic origin, social background, sexual orientation, marital status, disability, criminal background and Trade Union status. Shropdoc has a policy on Equality and Diversity and it is the responsibility of all staff to ensure that it is implemented and contribute to its success.

## **14. HARASSMENT AND BULLYING**

Shropdoc condemns all forms of harassment and bullying and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias. All staff are requested to report any form of harassment and bullying to their line manager or to the HR Manager or any other Manager within Shropdoc.

## **15. QUALITY**

It is the responsibility of all staff to adhere to company procedures as defined in the Quality Manual, ensuring high quality in patient care at all times. Shropdoc conducts its patient care and related services:

- Through a commitment to good patient care and to the quality of its clinical practices
- By ensuring that all patient care and related services are conducted according to established protocols and specified requirements;
- By requiring all personnel to be familiar with and trained in the quality policy, the quality management system and related documentation, practices and administration
- Through commitment to provide patients, Member GPs and associated LHBs and PCTs at all times with a service that confirms to Shropdoc's quality management system.

## **16. TRAINING**

All staff must attend statutory /mandatory training as instructed.

**17. NO SMOKING POLICY**

There is a smoke free policy in operation in Shropdoc. In accordance with this policy smoking is discouraged and is not permitted anywhere within the buildings or within 15 metres of Shropdoc main buildings.

**18. REVIEW OF THIS JOB DESCRIPTION**

The above duties and responsibilities are intended to represent current priorities and are not meant to be an exhaustive list. The post holder may from time to time be asked to undertake other reasonable duties and responsibilities. The Job Description will be reviewed at least annually in conjunction with the post holder. Any changes will be made in discussion with the post holder according to service needs.

**19. JOB DESCRIPTION AGREEMENT**

Post Holder's Name: .....

Post Holder's Signature: ..... Date: .....

Line Manager's Name: .....

Line Manager's Signature: ..... Date: .....

## PERSON SPECIFICATION

### Call Handler Patient Pathway Co-Ordinator

**(Supporting our Policy on Equal Opportunities in Employment)**

Shropshire Doctors Co-Operative has declared its commitment to equality of opportunity in employment and set standards which enhance individual rights protected at law. These are set out in the written Policy document which is freely available to applicants for employment and to existing staff.

**The under mentioned are the job-related requirements for this post**

<b>Requirement</b>	<b>Essential</b>	<b>Desirable</b>	<b>Evidenced by</b>
<b>Education and qualifications</b>	Good standard of education (e.g. 5 GCSE's or equivalent including Maths and English)  ECDL or equivalent experience	Further education	Application form  Interview
<b>Experience</b>	Experience of working with patients or the public  Good verbal skills	Previous experience in a similar role or environment	Application form  Interview
<b>Skills/Abilities /Knowledge</b>	Excellent communication and interpersonal skills  Ability to manage high volumes of workload  Ability to deal sensitively with confidential information with complete discretion and integrity  Strong customer service skills  Excellent keyboard skills	Previous experience in a similar role or environment	Application form  Interview
<b>Other attributes</b>	Empathetic, self-starter, proactive, calm, strong work ethic, thorough and organized. Commitment to promoting high standards in patient care	Understanding of and demonstrable commitment to equality and diversity in	Application form  Interview

Call Handler (Fixed Pattern)  
Reviewed: July 2024  
Next Review Date: July 2025  
Owner: Call Centre Manager

	<p>Enthusiastic and self-motivated</p> <p>Confident</p> <p>Willingness to accept responsibility</p> <p>Demonstrate initiative in handling unforeseen events</p> <p>Enthusiastic and self-motivated</p> <p>Team Player</p> <p>Creative approach to problem solving</p> <p>Flexible towards new working practices</p>	<p>employment and service delivery</p> <p>Demonstrate initiative in handling unforeseen events</p>	
<p><b>Other general requirements</b></p>	<p>Ability to work unsocial and irregular hours including Bank holidays</p> <p>Flexibility to cover sickness and holidays of other team members</p> <p>Able to work as part of a team</p> <p>Flexible in approach to new development and changing needs of the Service</p> <p>Ability to attend work on a regular basis and meet the requirements of the role with any reasonable adjustments which have been notified and arrangements made under the Equality Act</p> <p>Maintaining a professional image at all times</p>		<p>Application form</p> <p>Intview</p>