



1. JOB DESCRIPTION

Job Title:	DESPATCHER
Location:	Longbow
Hours of Work:	TBA
Responsible To:	Call Centre Manager

2. JOB SUMMARY

You will be dealing directly with health care professionals and patients over the phone and via email. You will receive incoming calls promptly and efficiently from Patients, Health Care Professionals and services, processing into software systems, fast tracking to appropriate health care professionals or services. You will be responsible for dealing with confidential patient information and ensuring all information entered into our systems is accurate.

You will be required to deliver crisis management in escalation and disaster recovery situations.

You will be responsible for the smooth and efficient Patient Pathway whilst delivering a high quality service. You will prioritise, plan and focus on response times through cohesive team working to support. You are required to carry out general administration duties.

To promote and demonstrate company ethos and professional ways of working whilst adhering to Shropdoc values, Kindness, Quality, Development, Integrity, Community

3. KEY TASKS AND RESPONSIBILITIES

1. Start of shift – Preparation:

- Log in and keep up to date with emails on every shift.
- Ensure Clinicians, Drivers and Receptionists have reported and are ready for duty throughout the shift and log any lateness with the Team Leader.
- Organise replacements/workload via Team Leader where necessary to cover sickness and operational requirements.
- Check duty sheets and liaise with the Team Leader regarding any hand-over/shift management issues.
- Ensure all appointment diaries correctly reflect capacity, block where necessary.

2. Workflow:

- To manage any patients sent to Shropdoc in error i.e. out of area, are passed back to the appropriate 111 service.
- To ensure incoming patient calls from 111 are checked for demographic information, NHS Number added if missing and amalgamated with previous records and Special Notes, then forwarded to the appropriate disposition/health care professional for assessment.
- To ensure all patients who have been assessed by 111 or a Triage Clinician as requiring a home visit or base appointment that are Cross Border Calls are contacted promptly where appropriate to arrange appointment times using in-house procedures.
- To ensure that all patients who have been assessed by 111 or a Triage Clinician requiring a Home Visit or Base Appointment are passed to the relevant Primary Care Centre (PCC) and are actioned without unnecessary delay and in line with KPI's.
- Pass District Nurse cases to SPR or relevant team in a timely manner.
- To monitor and continually assess PCC workload ensuring that cases are dealt with within appropriate timescales, taking appropriate action where necessary, where workload is high follow base escalation process.

- To Liaise with Clinicians and Drivers working out of PCC's and on Home visits keeping continual contact with regard location, workload and approximate timescales. Tracking via webfleet.
- To ensure that clinical software is updated accurately and maintained during each shift, keep all shift members (including health professionals) aware of the current operational status -showing correct available PCC bases, and time managing Home visits in prioritized timeframes.
- To ensure that Home Visit Logs are updated appropriately, accurately and without delay.
- Ensure any UCP reviews are dealt with as a priority.
- To support clinicians in liaising with the various medical, social and transport services to ensure the delivery of agreed care.
- To support new Doctors, Drivers and UCP's with VPN, EPS, Rugged's and Tom Toms where possible.
- To give a comprehensive handover at the end of each shift, complete a Despatch handover form (SWI-A-1099F) detailing any driver and clinicians breaks, issues or actions to be taken. Any calls that are not managed through to completion on shift, discussed and logged on despatch handover at shift change with next Despatcher or Team Leader.
- To keep the Team Leader informed at all times of any known issues e.g. visits that may go out of time.
- To attend and participate in Despatch Team Meetings

3. Disaster recovery:

- To be fully aware and able to implement all or any contingency plans e.g. Contingency Power App, Email, Manual and Evacuation processes as required.
- To maintain knowledge and a working understanding of telephony, electronic systems and software utilized within the call centre.
- Attend any disaster recovery meetings or training as required.

4. Training:

- Ensure you remain up-to-date and familiar with all non-clinical Call handling and Despatch processes and protocols on the Shropdoc 'Hub', reading regular updates.
- To attend and participate in Training and Mandatory Training sessions as required.
- To actively participate in the coaching and mentoring of current team and any new members of staff.
- Keep up to date with mandatory Bluestream training.

5. General:

- Compliant use of the Smartcard is required, using the Summary care records to update demographics and search for NHS numbers on every shift.
- Provide support to Team leader and other workstreams when required.
- 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 shift logged.
- To ensure that general housekeeping duties are carried out on each shift.
- To undertake any duties of a similar nature consistent with the responsibilities of the post in order to provide a quality service.
- 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:

Despatcher, Patient Care Co-ordinator/Call handler
Reviewed: November 23
Next Review Date: November 2024
Owner: Call Centre Manager

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
CCC CO-ORDINATOR/DESPATCHER/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

Requirement	Essential	Desirable	Evidenced by
Education and qualifications	<p>Good standard of education (e.g. 5 GCSE's A-C or Grad 4-9)</p> <p>NVQ Level 2 or above in Customer Service or equivalent experience</p>	<p>Further education</p> <p>Evidence of continuous professional development</p>	<p>Application form</p> <p>Interview</p>
Skills/Abilities	<p>Excellent communication skills, telephone manner, listening and negotiation skills.</p> <p>Ability to manage high volumes of workload under pressure. Prioritise, plan and focus on deadlines, against agreed timeframes and performance targets.</p> <p>Strong customer service skills</p> <p>Ability to deal sensitively with confidential information with complete discretion, integrity and diplomacy when dealing with members of the public and reassure them whilst maintaining patient confidentiality.</p>		<p>Application form</p> <p>Interview</p>

	<p>Excellent keyboard skills</p> <p>Ability to use own judgement, resourcefulness and a commonsense approach.</p>		
Experience	<p>Experience of working with patients or the public</p> <p>Experience of working across multiple computer platforms and using database systems</p> <p>Ability to prioritise, plan and focus on deadlines, work under pressure and against agreed timeframes and performance targets.</p> <p>Ability to perform the role in a high-pressure environment.</p>	<p>Experience ideally in a Call Centre or similar role or NHS background</p> <p>Experience of coaching/mentoring and developing new and less experienced staff</p> <p>Ability to supervise staff to adhere to targets, objectives and deadlines.</p>	<p>Application form</p> <p>Interview</p>
Knowledge	<p>Knowledge of Information Governance and Data Protection principles</p> <p>Good knowledge of Word, Access, Excel, and other office applications</p> <p>Geographical knowledge of Shropshire, Powys and the surrounding area</p>	<p>Understanding of Health & Safety matters and associated reporting systems</p>	<p>Application form</p> <p>Interview</p>
Other attributes	<p>Empathetic, proactive, strong work ethic, thorough and organized.</p> <p>Commitment to promoting high standards in patient care</p>	<p>Understanding of and demonstrable commitment to equality and diversity in employment and service delivery</p>	<p>Application form</p> <p>Interview</p>

	<p>Calm disposition to deal with emergency/critical situations, problem solver.</p> <p>Willingness to accept responsibility</p> <p>Enthusiastic and self-motivated</p> <p>Open to new working practices</p>	<p>Demonstrate initiative in handling unforeseen events</p>	
<p>Other general requirements</p>	<p>To work unsocial and irregular hours including Bank holidays</p> <p>Flexibility to cover sickness and holidays .</p> <p>always Maintaining a professional image</p>		