

JOB DESCRIPTION

- JOB TITLE:** Call Handler
- RESPONSIBLE TO:** Team Manager
(Whilst on duty, the post holder will report to the Shift Manager)
- LOCATION(S):** Primarily based at BrisDoc Operational base in Knowle West Health Park or Headquarters at Osprey Court, Whitchurch although may be required to attend additional operational sites throughout Bristol, North Somerset and South Gloucestershire (BNSSG) and BrisDoc's Headquarters at Osprey Court for training and meetings.
- JOB PROFILE:** This role is a key operational role for the Integrated Urgent Care Service. The out of hours period is defined as weekday evenings from 18.00 through to 08.00 the next day, and 24/7 across weekends and bank holidays.

Job Context

The Bristol, North Somerset and South Gloucestershire (BNSSG) health community is made up of a population of circa 968,314 people (with an expected average growth of 1% per annum over the next six years) and over 83 GP practices. It consists of three acute trusts, three community health providers and a range of other providers who make a contribution to the urgent care system.

Since February 2013, the GP Out of Hours service has been accessed via NHS 111.

From April 2019 the BNSSG Clinical Commissioning Group have recommissioned an Integrated Urgent Care (IUC) for the residents of BNSSG.

The procurement has required NHS 111 and GP Out of Hours to be recommissioned in line with the national Integrated Urgent Care specification.

BrisDoc has been awarded the contract to provide the Integrated Urgent Care Service from April 2019.

Job Summary

The core purpose of the role is taking the calls from Health Care Professionals and to enter them onto Adastra to send to the appropriate Clinical Advice queue.

At times this post holder will also handle the NHS111 faxes.

At all times the post holder must act in a manner consistent with the code of conduct and appearance representing BrisDoc and the NHS.

Main duties and responsibilities:

Professional Line

- To answer calls to the professional line from internal and external health care professionals.
- To ensure that the phone is answered within internally determined response time targets.
- To guarantee a professional and informed response to the caller and ensure that the Clinical Co-ordinator is available to speak to the caller within the shortest possible timescales (either direct transfer or rapid ring back).
- To process external referrals into GP Out of Hours via professional sources other than NHS 111 e.g. ambulance service, pathology results, community teams.
- To ensure that such referrals are accurately entered onto the Aadastra system.

Logging faxes:

- Once received faxes should be entered quickly into Aadastra, accurately entering the demographic and assessment information as well as the priority given on the fax.
- This case should then be sent to the correct clinical assessment queue.

General Duties

- **The Post Holder may be required to work additional hours to cover holidays and sickness.**
- Maintaining regular consistent attendance, punctuality, personal appearance and adherence to relevant health and safety procedures.
- To attend all statutory and mandatory training courses and any courses specific to this role.
- To be available for staff meetings and meetings with management.
- To have a good understanding and follow company policies and procedures.
- Establish and maintain effective working relationships with co-workers and the general public.
- Attend performance and development reviews with your line manager.

Flexibility

This role profile is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role and in initial and on-going discussions with the designated manager.

Confidentiality:

Under the Data Protection Act 1998, the post holder must maintain the confidentiality of information about patients and staff. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognized course of duty. Unauthorised disclosure of confidential information will result in disciplinary action and may lead to your dismissal.

- In the course of seeking treatment, patients entrust us with, or allow us to gather sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately.
- In the performance of the duties outlined in this job description, the post-holder may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may also have access to information relating to the practice as a business organisation. All such information from any source is to be regarded as strictly confidential.
- Information relating to patients, carers, colleagues, other healthcare workers or the business of the practice may only be divulged to authorised persons in accordance with

BrisDoc's policies and procedures relating to confidentiality and the protection of personal and sensitive data.

Equality and Diversity:

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with BrisDoc's procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights

Health & Safety

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) to ensure that the agreed procedures are carried out to maintain a safe environment for patients, visitors and staff.

Environment

The post holder needs to be aware of BrisDoc's impact on the environment and be vigilant and pro-active in ensuring they adhere to the management strategy i.e. recycling, waste management, use of vehicles etc.

Smoking

Smoking will not be tolerated inside any BrisDoc building or vehicle.

Rehabilitation of Offenders Act

This post is exempt from the Rehabilitation of Offenders Act 1974 therefore you are required to declare all criminal convictions, cautions, reprimands or final warnings and a Criminal Records Check will be carried out on your behalf.

PERSON SPECIFICATION

QUALIFICATIONS AND EXPERIENCE

Criteria	Requirement	Measurement/Testing Method
A good standard of education to GCSE or equivalent with grade C or above in English	Essential	Application and Interview
Experience of working in a professional environment that requires high standards of customer service	Essential	Application and Interview
Experience of working in healthcare / NHS	Desirable	Application and Interview

SKILLS AND ATTRIBUTES

Criteria	Requirement	Measurement/Testing Method
Evidence of computer literacy and keyboard skills	Essential	Application and Interview
Excellent verbal and written communication skills and interpersonal skills	Essential	Application and Interview
Able to listen and respond appropriately to patients and staff with differing needs	Essential	Interview

On-going commitment to personal development	Essential	Application and Interview
Able to work flexibly in relation to the Out of Hours operational times	Essential	Application and Interview
Able to work within a team and take instruction as required - Able to quickly establish rapport and credibility with others in the team	Essential	Application and Interview
Able to use own initiative to achieve the objectives of the post	Essential	Interview
Able to maintain confidentiality at all times with regards to staff and patients	Essential	Interview
Familiarity with AdastrA	Desirable	Application and Interview
Ability to represent the organisation with internal and external stakeholders	Essential	Interview
Able to prioritise time sensitive tasks	Essential	Interview
Able to maintain accurate records and have high attention to detail	Essential	Interview

PERSONAL QUALITIES / BEHAVIOURAL ATTRIBUTES

Criteria	Requirements	Measurement/Testing Method
Motivated by the provision of patient care. Able to adapt to differing situations	Essential	Application and Interview
Organised and systematic	Essential	Application and Interview
Able to manage systems and processes in line with organisational policy and procedures	Essential	Application and Interview
Able to think quickly and solve problems	Essential	Application and Interview
Can self-analyse own work and performance - Ability to recognise own limitations and act upon them appropriately	Essential	Application and Interview
Good team player who is able to support, value and respect the contribution of all members	Essential	Application and Interview
Commitment to achieving high standards	Essential	Application and Interview
Willingness to learn new skills	Essential	Application and Interview
Able to manage sensitive and emotive situations.	Essential	Application and Interview
Able to respond to feedback from others	Essential	Application and Interview
Positive attitude towards innovations and change - Adaptable and able to respond to a changing situation	Essential	Application and Interview
Able to remain impartial and non-judgmental during times of sensitivity, stress and potential conflict	Essential	Application and Interview
Able to maintain professionalism	Essential	Interview

Last updated: January 2019

Declaration *(to be completed by post holder):*

By signing this declaration, you are acknowledging receipt of your job description and accepting the roles and responsibilities that this position entails.

Acceptance
Signed (job holder)
Please print name
Date

Please return signed version to the HR Department, Unit 21 Osprey Court