South East Coast Ambulance Service NHS
NHS Foundation Trust

JOB DESCRIPTION

1. Job Details	
Job Title:	Integrated Service Call Handler
Pay Band:	Band 3
Reports to (Title):	Team Leader (Emergency Medical Advisor or Health Advisor TL)
Accountable to (Title):	Associate Director of Integrated Urgent Care
Responsible for (Title/s):	N/A
Location/ Site/ Base:	Crawley/Coxheath/Ashford/Medway (*delete as appropriate*)

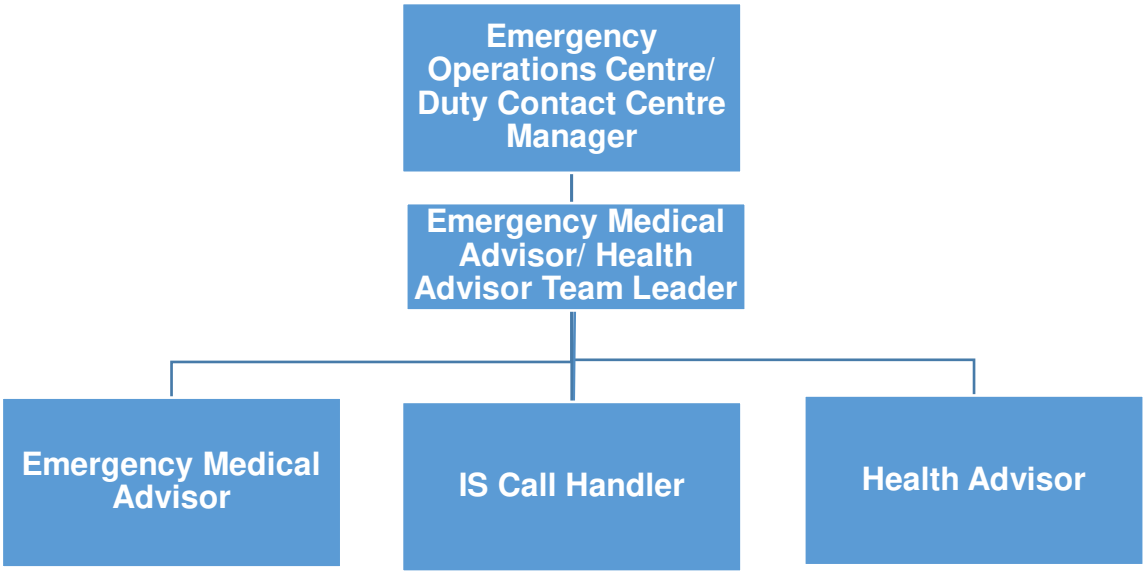
2. Job Purpose

Working as part of a team, the post holder will provide an effective and timely communication link with the public and healthcare professionals. Upon receipt of phone calls for non-urgent, urgent and emergency healthcare needs, the post holder will effectively use the Trust approved triage system to ascertain the callers needs. The call handler will then provide the assistance suggested, ranging from, immediately lifesaving instructions to directing the caller to other more suitable services.

3. Role of Department

Integrated Urgent Care provides telephone assistance and support to 999 and 111 callers within the Trust's geographical area.

4. Organisation Chart



- **Duties & Responsibilities**

Call Handling

- **Receive requests for assistance, treatment or care**. The requests may be from the general public, Health Care Professionals, emergency services, internal or other stakeholders.
- **Communicate and interact with others effectively**. This will be carried out in an efficient and courteous manner using the organisational standards and protocols.
- **Receive and record information accurately** on the organisations computer systems. This will involve triaging patient calls using the appropriate Clinical Decision Support System (CDSS).
- **Provide Instructions to callers based on a triage outcome**, this can range from providing instructions to callers in life threatening situations to signposting callers/patients to the most appropriate care/service using the Directory of Services where appropriate.
- **Deal with highly emotional, verbally aggressive, abusive or threatening callers** and defuse such situations when appropriate, often under difficult and hostile circumstances.
- **Offering coaching support to trainee Call Handlers** under the direction of the Team Leader.
- **Attend Training** as deemed necessary to maintain qualification.

General Duties

- **Act within the limits of your competence and authority,** i.e. work to CDSS competencies and adhere to local protocols and procedures. Work without direct supervision but seek guidance when appropriate.
- **Contribute to the effectiveness of the team.** Work as part of a multidisciplinary

team, actively contributing to service improvements where appropriate. Attend training courses and work flexibly across sites as required by the service.

- **Participate in on-going reviews** including (but not limited to) receiving audit feedback and yearly appraisal reviews.
- **Support the safeguarding** of individuals following local protocols and standards. Relate to others in ways which support rights, inclusion and wellbeing of individuals, supporting individuals to keep themselves safe.
- **Make sure your actions reduce risks to health and safety** by maintaining a tidy office/personal space at all times, cleaning equipment before and after use and supporting the maintenance of equipment by reporting any faults as per local procedures. Adhere to health and safety policies and report incidents and risks identified through Datix or via line manager.

Values

The Post holder will be required to demonstrate compassionate care in their daily work and adopt the 6 Cs - NHS values essential to compassionate care: **Care, Compassion, Competence, Communication, Courage and Commitment**. Post- holders will also be required to understand and work in accordance with the NHS constitution and put the patient at the heart of their work.

Safeguarding Children, Young People and Adults at risk of abuse and neglect

South East Coast Ambulance NHS Trust is committed to safeguarding and promoting the welfare of children, young people and adults at risk of abuse and neglect, and expects all staff and volunteers to share this commitment. All staff are required to adhere to the trust's safeguarding policy and understand their individual safeguarding responsibilities.

Equality and Diversity/Equal Opportunities

The Trust recognises the need for a diverse workforce and is committed to Equal Opportunities. It seeks to eliminate unlawful discrimination against colleagues, potential employees, patients or clients on the grounds of sex, marital status, disability, sexual orientation, gender identity, age, race, ethnic or national origin, religion, pregnancy/maternity, political opinion, or trade union membership and to promote equality of opportunity and good relations between staff and clients. Individuals, including volunteers, contractors and temporary workers, must at all times indicate an acceptance of these principles and fulfil their responsibilities with regard to equality legislation and the Trust's Equality Diversity and Human Rights Policy and protocols. Similarly, all individuals have a responsibility to highlight any potentially discriminatory practice to their line manager, human resources department or trade union/professional associations, ensure that they treat everyone with respect and consideration and attend relevant mandatory training.

Corporate governance:

High standards of governance are vital in healthcare organisations. Good governance sets the boundaries and structures in which we are able to function safely and provide the most effective care to our patients. We ask all employees to:

- Familiarise yourself with and apply Trust-wide and local policies, procedures and other formal instructions;
- Act within the scope of your authority and/or practice at all times. Limits of financial authority are set out in our Standing Financial Instructions;
- Undertake the statutory and mandatory training suitable to your role and maintain any relevant professional registration(s);
- Maintain accurate and timely records wherever required; and
- Notify the Trust if you identify any areas for improvement in any areas of corporate governance so that we can learn and improve.

Infection Prevention and Control

The prevention and control of infection is recognised as everyone's responsibility. All staff, bank workers, volunteers and contractors, both clinical and non-clinical are required to make every effort to maintain high standards of infection control in accordance with the Trust's Infection Prevention and Control Policy and The Health and Social Care Act 2008.

Financial Management

Ensure that the Trust's funds are properly used, represent value for money and can withstand public scrutiny.

Where applicable, provide strong budget management for the defined area of management responsibility and monitor expenditure against those budgets.

Act within Standing Orders and Standing Financial Instructions of the Trust.

Health, Safety and Security

Meet Health and Safety legislation and move towards an environment where health and safety considerations are firmly embedded in the planning and decision making processes and the 'culture' of own area of responsibility.

Promote, monitor and maintain best practice in health, safety and security

All individuals have a responsibility, under the Health and Safety at Work Act (1974) and subsequently published regulations, to ensure that the Trust's health and safety policies and procedures are complied with to maintain a safe working environment for patients, visitors and employees. All staff have a duty to protect their own health and safety and that of others persons who may be affected by their acts or omissions.

In addition, managers have specific responsibilities relating to health and safety activities including consenting to breaches; conniving to breach legislation or neglecting their duties

under the legislation. Trust's objectives in accordance with the Trust's risk management strategy and policies.

Policies

The duties and responsibilities of the post will be undertaken in accordance with the policies, procedures and practices of the Trust, which may be amended from time to time.

Patient Safety is a key priority for the Trust. It is your responsibility to ensure that you are fully compliant with SECAmb policies and procedures in respect of patient safety, for example Risk Management, Infection Prevention and Control, Safeguarding children and vulnerable adults.

Confidentiality / Data Protection / Freedom of Information:

Individuals (including volunteers, contractors and temporary workers) must maintain the confidentiality of information about patients, staff and other health service business in accordance with the Data Protection Act 1998. Individuals must not, without prior permission, disclose any information regarding patients or staff. If any individual has communicated any such information to an unauthorised person that individual(s) could be liable for disciplinary action which could result in dismissal. Moreover, the Data Protection Act 1998 also renders an individual liable for prosecution in the event of unauthorised disclosure of information.

Following the Freedom of Information Act (FOI) 2005, individuals must apply the Trust's FOI procedure.

In addition, managers have specific responsibilities to ensure that their staff maintain the confidentiality and security of all information that is dealt with in the course of performing their duties it is in accordance with the requirements of the Data Protection Act 1998 and the principles of Caldicott. Managers should also ensure that their staff are aware of their obligations under legislation such as the Freedom of Information Act 2000; Computer Misuse Act 1990, and that staff are updated with any changes or additions relevant to legislation.

Review

This document provides an outline of the main responsibilities of the post. It is not intended to be an exhaustive list of duties. Its content will be subject to regular review in conjunction with the postholder.

Date Reviewed:		
Reviewed By:	Manager:	Signature
	Postholder:	Signature:

PERSON SPECIFICATION

Factors	*Essential* *The essential criteria are those which the role cannot operate without.*	*Desirable*	*Assessment* • *Application Form (App)* • *Interview (I)* • *Assessment (Ass)*
Qualifications/ Training What should the candidate have already attained?	Educated to GCSE or Functional Skills level and possesses a fundamental level of Maths, English and ICT skills	Minimum GCSE level English and Maths or equivalent Typing/word processing skills or qualification NHSP Pathways trained or other medical triage system background.	Application Form Copies of Qualification Certificates Interview Assessment
Knowledge What particular knowledge should the candidate already have?	N/A		
Experience What previous type of experience should the candidate have?	Previous experience working and communicating with the public	Computer experience Previous experience working in a team or with stakeholders across a range of settings	Application Form Interview References

Skills What particular skills should the candidate already have?	Ability to use own initiative as appropriate Ability to stay calm in the event of the unexpected and under pressure Ability to communicate with a variety of different people and build rapport Ability to follow written and verbal instructions Ability and willingness to undertake competency-based training both initially and as ongoing requirement for the post to meet service requirements		Application Form Interview
Personal Qualities	Ability to fulfil the health requirements of the post as identified in the Job Description, taking into account any reasonable adjustments recommended by Occupational Health		Health at Work Form
Other	Must be eligible to work in the UK Demonstrate ability to work in a team Ability to use initiative and be aware of limitations Ability to deal sensitively with distressing, emotional situations Ability to relate to others and adapt approach accordingly. Ability to work unsocial hours including 24/7 shift work and bank holidays		Application Form Interview

NOTE: Candidates should meet all the essential criteria if they are to be shortlisted

Date Reviewed:	22.02.21
Reviewed By:	