

JOB TITLE: Team Lead – Call Handler

REPORTS TO: Practice Manager

JOB SUMMARY

- Proactive coordination and support to the Call Handling Team
- Ensure spreadsheets are maintained and up to date.
- Ability to produce reports on Excel and IT systems.
- Undertake a variety of administrative duties to assist in the smooth running of the Practice including the provision of secretarial and clerical support to clinical staff and other members of the Practice team.
- Provide guidance and direction for the Call Handling Team
- Lead and support projects and improvement
- Lead the team in the Managers absence.
- Proactively liaise with other teams where required.

Duties and Responsibilities:

The duties and responsibilities to be undertaken by members of the Practice administration team may include any or all of the items in the following list. Duties may be varied from time to time under the direction of, the Line Manager/Management team dependent on current and evolving Practice workload and staffing levels:

- Ensuring the phone room is manned during working hours
- Maintaining and monitoring the Practice appointments system
- Processing telephone requests for appointments, visits and telephone consultations and ensuring callers are directed to the appropriate healthcare professional,
- All reception administration is processed in a timely manner
- Processing and distributing incoming (and outgoing) mail
- Taking messages and passing on information.
- Filing and retrieving paperwork.
- Processing repeat prescriptions in accordance with Practice guidelines.
- Computer data entry/data allocation and collation; processing and recording information in accordance with Practice procedures
- Initiating contact with and responding to requests from patients, other team member and associated healthcare agencies and providers.
- Clearing and re-stock consulting rooms as required.
- Providing clerical assistance to Practice and Trust staff as required including word/data processing, filing, photocopying, diary management and scanning.
- Monitoring of stationery and other supplies.
- Dealing with clinical waste (including removal to designated area
- Keeping the reception /office area, noticeboards, and leaflet dispensers tidy and free from obstructions and clutter.
- Note sorting scanning and administrative duties for patients and the Practice, dealing with patient tasks and associated paperwork.
- Receiving patient monies according to the cash handling procedure

Administration

1. To proactively identify and implement service improvement changes for the Royal Primary Care following discussion with the operational service officer.
2. To support any expansion of Royal Primary going forward and be able to provide cover and support to multiple sites as and when required.
3. To support clinical teams to ensure they are able to provide patients with safe and effective care.

Information Technology

- Have full understanding of the appointment system and system one.

Building

1. Ensure that all safety checks are carried out in the absence of the maintenance co-ordinator.
2. Assist with remodelling and room moves as required.
3. Understand security systems – alarms etc. and manage open and close procedures of building and to be a key holder.
4. Liaise with the maintenance manager to ensure that the site is in good repair and tidy.

Information

1. Assist with production and upkeep of practice procedures manual.
2. Manage paperwork systems including post, internal and external.
3. Act as a central source of information and communication for staff on site

Communication & Working Relationships:

Internal Colleagues in Royal Primary Care
 Colleagues at Chesterfield Royal Hospital NHS Foundation Trust

External District Nursing Team on site
 Health Professionals from other agencies on site
 Patients
 Contractors providing services to the building.

The post-holder should recognise the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members.
- Communicate effectively with patients and carers.
- Recognise people's needs for alternative methods of communication and respond accordingly.

Confidentiality:

- 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 carer's, 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 the practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.

Health & Safety:

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the Practice Health & Safety Policy, to include:

- Using personal security systems within the workplace according to practice guidelines
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks.
- Making effective use of training to update knowledge and skills
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
- Reporting potential risks identified and near misses

Equality and Diversity:

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

- Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with practice 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, rights and diverse needs.

Personal/Professional Development:

The post-holder will participate in any training programme implemented by the practice as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work
- Keeping up to date with systems and legislation as required within scope of the duties

Quality:

The post-holder will strive to maintain quality within the practice, and will:

- Alert other team members to issues of quality and risk
- Assess own performance and take accountability for own actions, either directly or under supervision
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance
- Work effectively with individuals in other agencies to meet patient and service needs
- Effectively manage own time, workload and resources

Contribution to the Implementation of Services:

The post-holder will:

- Apply practice policies, standards and guidance
- Discuss with other members of the team how the policies, standards and guidelines will affect own work
- Participate in audit where appropriate

General Responsibilities:

- To act in line with the Trust's CARE values.
- To be familiar with relevant Operational, Personnel, Health and Safety Policies and procedures, including Fire, COSHH, No Smoking and Alcohol where appropriate
- It is the responsibility of every employee to actively help the Trust prevent and control infection by washing their hands effectively, carrying out their duties in a way which minimises infection, attending appropriate training and maintaining up to date knowledge and skills in infection control and prevention as relevant to their post.

This job description acts as a guideline to the responsibilities of the post holder and will be reviewed in consultation with the post holder and amended to meet changing professional and service needs.

At Chesterfield Royal and Royal Primary Care our Proud to CARE ethos is at the heart of how we run our services– looking after our patients and taking care of our staff:

TRUST CARE VALUES

Compassion

- Compassionate care delivered with professionalism and a positive, friendly attitude
- Care that preserves dignity and respects the person, putting patients at the heart of all we do
- Respecting the unique and individual contribution that each of our staff members make – fair, positive, and inclusive, recognising diversity and using it to enrich our organisation

Ambition

- Excellent care, safe services and a positive experience every time
- Exceeding expectations by delivering first-class performance, bettering national standards through innovation and ingenuity

Respect

- An open and honest relationship with our patients, staff, partners and our communities
- Working in partnership in the interests of our patients
- Acting in a socially responsible way and meeting our commitments to the local community.

Encourage

- Providing a health care environment that is modern, clean and safe – conducive to care and recovery; and a good place to work.

What will success look like?

- When we succeed, we will have a health care setting that is:
- Providing a sustainable range of complementary, clinically appropriate services.
- Accepted as a provider of high-quality care – in terms of clinical outcomes, patient experience and safety.
- Recognised as a valued and engaged partner, delivering integrated and innovative services in collaboration with others.
- Seen as one of the best health employers around by its staff and by others; and is
- Financially robust – with clear ambitions and confident of a secure future.