

## Job Description

<b>Job Title:</b>	Switchboard Supervisor
<b>Band:</b>	4
<b>Department:</b>	Operational Services
<b>Base:</b>	<b>John Radcliffe Hospital, Switchboard</b>
<b>Responsible to:</b>	Switchboard Manager
<b>Accountable to:</b>	Switchboard Service Manager

### JOB PURPOSE

To work as part of a team which provides comprehensive, high-quality switchboard/call handling service to Oxford University Hospital NHS Foundation Trust, 24 hours a day, 7 days a week, 365 days a year. As a major trauma centre (MTC) the hospital is responsible for care of the most severely injured patients involved in a major trauma for a wide variety of specialist clinical services. The Switchboard Service has a key function for supporting such emergency responses.

Switchboard Supervisors are responsible for the day-to-day supervision of the team. The Switchboard is the first point of contact by telephone with the Trust, and the team can answer general queries regarding the organisation and/or direct callers to the correct department. The Team boasts a breadth of knowledge around key contacts and functions across the Trust and all its sites which supports this.

Working as part of team, the post-holder will acquire the skill of receiving emergency calls and coordinating alert to emergency response staff. In case of clinical emergency or major incident, the Switchboard and any of its team members could be integral for ensuring that all necessary clinical and operational expertise are alerted promptly. In this way, the functions of the post-holder may contribute directly to **health outcomes and/or safe management of incidents**.

### KEY WORKING RELATIONSHIPS

#### **Internal:**

Consultants, Registrars, Senior and Junior medical staff both inside and outside the of the Hospital Trust. Working with Directorate managers, Modern Matrons, Secretaries, Ward Clerks, Chaplaincy, Bereavement Officers, other healthcare professionals, patient care and relative's enquiries.

#### **External:**

Trinity Fire Safety, Leigh Visual, Multitone, Page one paging system, GP Surgeries, Other Hospitals, Patient Enquiries, Overseas Patients.

## **DUTIES AND RESPONSIBILITIES**

### **General Duties**

- To respond to internal and external calls to the Switchboard, by obliging callers with request for call redirection, in as timely and courteous manner possible.
- Promote a positive and competent impression of the Trust, through interactions with external agencies and organisations, general queries from the public, which may potentially relate to any of the departments. This necessitates developing a thorough knowledge of the Trust to be able to direct callers to the correct department swiftly.
- To contribute to diffusing stress displayed by patients, visitors, and staff, if they are experiencing a frustration. Such incidents will require high levels of diplomacy, tact and negotiating skills.
- To act as first point of call for any complaints received to the Trust, which could encompass any of the departments in the organisation, this necessitates having a breadth of knowledge regarding all departments within the organisation, together with displaying empathy and demonstrating to external or internal users of the Switchboard that they understand the other's viewpoint.
- Receive calls related to University Clinical Trials, which are routed to the Switchboard outside of core business hours. The nature of the research trials can implicate there occasionally being urgent clinical need for a response from the Clinical Research Team. In such cases the Switchboard must contact the University Clinical Team, to pass on a message. The Switchboard supports that Research Trials can ensure no interruption of support available to its Research participants, which is key aspect of research trial success.
- To respond to any queries relating to a patient location, by referring to EPR and ensuring that the Patient Locator Operating Procedure is referred to which ensures that minimum caller screening details have been provided and compared to that contained in EPR, including any safe words for vulnerable patients, prior to disclosing the patient location to any caller. Judgement, analysis and empathy are required so as to satisfy the minimal level of patient data, required that assures that those callers seeking information about admitted patients have an authentic connection with the patient.
- If receiving complaints relating to Switchboard itself, these need to be reported in a timely manner to the Switchboard Manager and/or Switchboard Service Manager.
- To maintain a personal Outlook email account, including reading and responding to requests for action, by Switchboard management team. Staff must check their email account at least once per shift.
- To assist any hospital staff requiring replacement analogue phones as per department guidelines.
- Under correct circumstances, use the EPR system to locate patients and pass the information securely. To be aware of the Patient Data Protection Guidelines and ensure that in case receiving a call to enquire on the location of a patient who has a password protection applied, that this is only disclosed when the password is shared.

### **Bleep System Maintenance**

- To arrange and carry out bleep clinics on the other hospital sites to ensure that bleeps are all fully functioning. To understand how bleeps function, method to perform a bleep test and the method for reprogramming them. To coordinate and plan Bleep Clinics, involving devising site-wide communication to advise of these.

### **Emergency, Major Incident Calls and On-Call Responses**

- To receive telephone calls made to the emergency lines which are 4444 for Fire and 2222 for clinical emergencies. Aided by a call script, the operator will retrieve information from the caller which and then use the Multitone bleep system to notify the relevant emergency teams for Cardiac Arrest, Trauma, Stroke Thrombolysis, Primary PCI, Child Abduction Team and Major Haemorrhage for the following hospitals John Radcliffe, Churchill, Horton & Nuffield Orthopaedic.
- Efficient retrieval and recording of information often involve needing to employ re-assurance skills to overcome stress which may be a barrier to the caller sharing complex information with accuracy.
- Emergency call handling is a daily work task, which could involve exposure to highly distressing or highly emotional circumstances, such as direct involvement in patching a crash response team to the site of a cardiac arrest. The post-holder would be appraised on their handling of such calls, and they may be informed of the clinical outcomes for calls which they were involved in and may be requested to participate in Serious Incident Investigations.
- Specialised knowledge and competency for managing emergency calls is an important contribution for delivering health outcomes and supports that the correct and safest procedural response to major incidents is implemented. The post-holder would be expected to make assessment on the response to such calls, and if not as expected they will be expected to chase and/or problem solve.
- To adhere to department procedure for opening an integrated door release system for various locations when required under certain Emergency situations, the procedure involves communicating this need to another Switchboard colleague present at the time and receiving their confirmation of the action. And in the case of the Women's Centre dialling the appropriate ward.
- To record the essential procedural actions which are expected as part of the Emergency Call Standard Operating Procedure. These record sheets need to be completed on the same time of the emergency call, and will form the basis of audit, should there be any need to investigate emergency calls. They should be provided to the Switchboard Supervisor who will scan and send them once daily to the Resuscitation Team.
- Following any incident or near miss, to provide the Resuscitation department with call recordings.
- To participate in incident investigations, partaking in culture of transparency, openness, self-reflection and learning to support minimising the risk that any clinical harm is related to the process for notifying the crash team.
- Where some clinical services have radiopagers rather than bleeps, the post-holder may be expected to receive an alert from an internal or external clinician and then pass the alert on to the relevant team. Example events may include sudden development of stroke, critical ischaemia, or emergency neurological conditions, which require prompt response.
- Response co-ordination to a clinical emergency, if occurring during out of hours, may necessitate telephoning on call Theatre Staff at home.
- For response coordination to fire alarms, the Switchboard Supervisor must ensure that they and team members are familiar with the variable Fire Procedures which apply to each different buildings e.g., according to whether that building construction has cladding.
- To acknowledge and reset fire alarm panels when requested by the fire response team leader.
- When a Helicopter is in bound, SCAS (South Central Ambulance Service) calls the 4444 lines. The Switchboard staff should receive the call and the Supervisor should ensure that Security and Estates Helpdesk have been informed.
- The Switchboard Supervisor is expected to ensure that they and Operators have familiarity with the Major/Chemical Incident Plan (available in the Major Incident Folder). This directs the Switchboard staff in notifying the correct teams in the event of such an emergency.

- To be familiar with the business continuity procedure for Switchboard, which includes how to initiate the back-up switchboard function in case of major incident which necessitates switchboard being relocated; In case of Multitone interruption of service, the Supervisor should ensure that they or Operators have informed the Resuscitation and Operational Services Team of the need to issue back up Emergency pagers.
- To be amenable to being requested to work a shift at very short notice, in the event of a Major Incident.

#### **On-Call Rota**

- The Supervisor will liaise with Service based staff across all hospital sites to receive highly complex on-call rotas. The Supervisor is expected to learn and memorize the complexities and different patterns which have evolved within diverse departments to decode and compile this information into a single reference document which is made available to all Switchboard Team members on a shared drive. The post-holder will develop complex understanding of the needs across different departments and become adept proficient and accurate in deciphering the different formats and codes used. The 8 documents produced have strategic importance across the Trust toward facilitating that appropriate on-call staff across the Trust may be contacted in case of need to implement emergency staff cover plans, for this reason a high degree of problem solving may be expected on part of the Supervisor for resolving any information discrepancy as well as responsiveness following notification of rota changes.
- To be amenable to being requested to work a shift at very short notice, in the event of a Major Incident.

#### **Software and System Competencies**

- To ensure having a full understanding of the Trusts Voice Recognition System.
- To operate the internal paging system to contact staff for both internal and external calls.
- To be responsible for performing daily testing for “Baton” crash bleeps, which have been classed as critical in case of emergency/major incident event. Ensure response from those listed as on call.
- Replace batteries for internal paging receivers, arrange a replacement pager if faulty and provide instructions to bleep holders on correct usage.
- To re-program bleeps to ensure they are compatible with the internal telephone system and issue new bleeps when orders are received into the department.
- Dispatch faulty bleeps to the external company (Multitone), keeping up to date records making sure bleeps are returned to the rightful owner.
- In case observing a technical issue related to telephony or software, to be able to summarise specific nature of the change and summarise and report this to IM&T, and the Supervisor and support these colleagues toward rectifying issues.
- Ensure that if becoming aware of any corrections to directory information that this is informed to the Network Telecoms Team. The Supervisor should ensure that all team members record each change request in the message book for telephone numbers, on call list, daily on call sheet, new positions etc.
- Highly developed keyboard and memory skills for procedures, queries, geographical department location, are essential for providing service delivery with levels of clinical safety, speed and accuracy that is expected of an experienced operator.

#### **Trust Alert Systems**

- Monitor the alarm systems which span all sites, and may include Boiler, Medical Gas, Lift, Fridge/Freezer & Mortuary Alarm faults. To support the team in being alert to any new alarms becoming activated and report

these to the appropriate department. Following each alarm report, the Supervisor should ensure that the team record this in the appropriate folder.

- Being able to understand and interpret a variety of Personal Attack, Intruder & Window alarms and pass on relevant information to the appropriate respondent.

## **Training**

- The post-holder will be expected to gain competence in a wide range of work procedures and practices. Competencies for responding to a fire alarm or a 2222/4444 call regarding a clinical emergency or major incident, require having an in depth understanding of Fire Procedure, Major Incident Plan and IT Business Continuity Procedures, particularly owing to the need for some Operators to work unsupervised on a regular basis. Operators are supported in gaining competencies through completing structured on the job training, prior to working without supervision. Active participation in their learning and a strong sense of curiosity supports acquisition of these competencies.
- To be available to attend regular departmental training up to once every 6 months, even when scheduled during business hours, if this does not fit with your current shift pattern.
- To participate in training of new Switchboard staff, including the operation of telephone functions and associated equipment.
- To be responsible for keeping up to date with Trust Mandatory Training, through booking courses in consultation with the Switchboard Manager for timetabling purposes.

## **Supervisory**

- To produce and maintain staff rotas to ensure that Switchboard meets the organisational requirement to deliver a 24/7 Service. This task requires empathy, flexibility, motivational and leadership skills.
- To participate in the recruitment selection & interviewing of appropriate grades of staff.
- Arrange agency cover when needed, releasing timesheets to ensure they get paid on time and correctly.
- To assist the Switchboard Manager with the Hospital payroll system ensuring this is accurate and finished by the payroll deadline.
- To respond to annual leave requests from Operators.
- To conduct quarterly Quality Monitoring and Assurance (QMA) meetings involving audit of the Switchboard Operator's calls. This is aimed at aspiring to providing the most efficient service possible, adhering to departmental processes, including demonstrating compassion and patient care.
- To support the Switchboard Manager and Switchboard Service Manager in conducting annual staff appraisals.
- To conduct Return to Work Interviews where an Operator has returned to work following sickness and to complete documentation in support.
- To support promoting a healthy team dynamic through judgement, compassion, learning, leading by example, supporting improvement, analysis of person and system related complexities and evaluation of management options.
- To report any issues relating to performance or conduct to the Switchboard Manager and to confirm this action to staff involved through confirmation email.
- To contribute to maintenance of the Department Training Manual, through updating any new procedures and communicating any requirements for update to the Switchboard Manager and Switchboard Service Manager.

## **Other**

- Be competent to work alone making important decisions in and out of hours when a manager is not immediately available.
- To familiarise self with departmental procedures and to understand how to access relevant Trust policies and procedures.
- To participate in monthly 1:1 meeting with the Switchboard Manager and/or Switchboard Service Manager, toward sustaining learning, development and job satisfaction.
- To liaise with Switchboard Manager or Switchboard Service Manager to ensure that an annual appraisal has been completed.
- To conduct any further duties which may be requested by the Switchboard Supervisor and management team, and in keeping with the purpose of the post.
- The post-holder is expected to concentrate for prolonged periods of time, through responding to calls in turn, and being able to adapt quickly in case of need to adjust or change activity such as increased call volumes, emergency calls, and/ or alarms.
- To use a variety of communication styles to ensure effective and sympathetic telephone communication with all callers; this includes working with those who may have difficulties in communication, who are vulnerable, and from a range of cultural backgrounds and in many cases experiencing a state of distress.

#### **FLEXIBILITY STATEMENT**

The content of this Job Description represents an outline of the post only and is therefore not a precise catalogue of duties and responsibilities. The Job Description is therefore intended to be flexible and is subject to review and amendments in the light of changing circumstances, following consultation with the post holder.

#### **CONFIDENTIALITY**

All employees of OUH are required to maintain the confidentiality of members of the public and members of staff in accordance with trust policies.

#### **RISK MANAGEMENT**

The management of risk is the responsibility of everyone and will be achieved within a progressive, honest and open environment.

Staff will be provided with the necessary education, training and support to enable them to meet this responsibility.

Staff should be familiar with the

- Major Incident Policy
- Fire Policy

and should make themselves familiar with the 'local response' plan and **their** role within that response.

#### **RESPONSIBILITIES FOR HEALTH & SAFETY**

The post holder is responsible for ensuring that all duties and responsibilities of this post are carried out in compliance with the Health & Safety at Work Act 1974, Statutory Regulations and Trust Policies and Procedures. This will be supported by the provision of training and specialist advice where required.

### **INFECTION CONTROL**

Infection Control is everyone's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trusts' Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times thereby reducing the burden of Healthcare Associated Infections including MRSA.

All staff employed by the ORH Trust has the following key responsibilities:

- Staff must decontaminate their hands prior to and after direct patient contact or contact with the patient's surroundings.
- Staff members have a duty to attend mandatory infection control training provided for them by the Trust.
- Staff members who develop an infection (other than common colds and illness) that may be transmittable to patients have a duty to contact Occupational Health.

### **CHILDREN'S RIGHTS**

The post holder will endeavour at all times to uphold the rights of children and young people in accordance with the UN Convention Rights of the Child.

### **SAFEGUARDING CHILDREN AND VULNERABLE ADULTS**

The Trust is committed to safeguarding children and vulnerable adults throughout the organisation. As a member of the trust there is a duty to assist in protecting patients and their families from any form of harm when they are vulnerable.

### **INFORMATION GOVERNANCE**

All staff must complete annual information governance training. If you have a Trust email account this can be completed on-line, otherwise you must attend a classroom session. For further details, go to the Information Governance intranet site.

### **DATA QUALITY**

Data quality is a vital element of every member of staff's job role. The Oxford Radcliffe Hospitals recognises the importance of information in the provision of patient care and in reporting on its performance. Data quality is therefore crucial in ensuring complete, timely and accurate information is available in support of patient care, clinical governance, performance management, service planning, and financial and resource planning and performance.

All staff should ensure that they have read and understood the Trust's Data Quality Policy.

**Person Specification**  
**Switchboard Supervisor**  
**Operational Services, Switchboard, John Radcliffe Hospital**

	ESSENTIAL	DESIRABLE
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>NVQ level 3 or equivalent experience.</li> </ul>	<ul style="list-style-type: none"> <li>NVQ Level 4 Supervisory role or equivalent experience.</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>Experience of working on a switchboard or other telephone system.</li> </ul>	<ul style="list-style-type: none"> <li>Previous experience of dealing with the general public.</li> </ul>
<b>SKILLS</b>	<ul style="list-style-type: none"> <li>Relevant supervisory experience.</li> <li>Training Staff in the workplace.</li> <li>Beginner to Intermediate Microsoft Office competency including Excel, Word and Outlook.</li> <li>To be able to undertake audits &amp; implement changes.</li> <li>Ability to communicate effectively with all levels of the organization.</li> <li>Ability to work as a team.</li> <li>Ability to work under pressure.</li> <li>Excellent telephone manner.</li> <li>Excellent written and verbal communication skills.</li> <li>Excellent organisational skills.</li> <li>Ability to build strong relationships with colleagues at all levels.</li> <li>Awareness of principles of Data Protection and Confidentiality.</li> <li>Ability to grade task urgency, to prioritize and escalate as appropriate.</li> </ul>	<ul style="list-style-type: none"> <li>EPR</li> <li>Multitone</li> <li>BTS</li> </ul>

<p><b>KNOWLEDGE</b></p>	<ul style="list-style-type: none"> <li>• Knowledge of Microsoft office suite of software packages</li> <li>• Competent using Communication applications, including mobile devices.</li> <li>• Demonstrate knowledge and application of principles of Data Protection Act.</li> </ul>	
<p><b>PERSONAL QUALITIES (Demonstrable)</b></p>	<ul style="list-style-type: none"> <li>• Able to work effectively and be self-motivated in a pressured environment.</li> <li>• Committed to a culture of continuous improvement and development – underpinned by open communication and team working.</li> <li>• Communicating compassionately and respectfully regarding sensitive information.</li> <li>• Flexibility to cover staff leave and sickness and to work evenings, nights and weekends.</li> </ul>	<ul style="list-style-type: none"> <li>• Amenability to requests to accept shift changes with short notice.</li> </ul>
<p><b>OTHER RELEVANT REQUIREMENTS</b></p>	<ul style="list-style-type: none"> <li>• Able to work flexible hours and shift work.</li> <li>• Smart appearance, willingness and ability to travel to other sites as required.</li> </ul>	

Structure Chart

