



JOB DESCRIPTION AND PERSON SPECIFICATION

PART A: JOB DETAILS

JOB TITLE:	Commercial Services PI Call Handler/Dispatcher
AFC BAND:	3
HOURS:	37.5
DIRECTORATE:	Commercial Services
DEPARTMENT:	Commercial Services Contact Centre
REPORTING TO:	Shift Supervisor/Manager
BASE:	Hellesdon

PART B: JOB SUMMARY

The call centre operates 24 hours a day and it is a requirement to be available and work weekends, bank holidays and the Christmas and Easter periods.

The role of a Commercial Services Call Handler/dispatcher is to provide basic and accurate assistance and call handling service, inputting the demographics and necessary detail in to the bespoke software. Ensuring that call are dispatched appropriately to relevant on call person, keeping track of mobile units and ensuring that cases are passed to them in a timely manner. Follow all protocols as laid down by the customers. The position requires interaction not only with the public but with other healthcare professionals, emergency services and community organisations.

PART C: KEY RELATIONSHIPS

Clients/patients, their relatives/carers, hospital ward clerks, health and social care professionals, on call personnel.



PART D: JOB SPECIFIC RESPONSIBILITIES

Providing a quality service and a prompt professional delivery of that service.

Answering calls from the public in a reassuring, professional, efficient and courteous manner.

Using effective communication skills to assess correctly the callers needs and contact the appropriate on call personnel.

Communicate efficiently and effectively with patients, relatives, customer and the general public where there may be barriers to communication, using persuasive skills where appropriate.

Using the Adastra ACPP (Adastra Call Prioritisation Protocol) to assess patient calls/needs and where appropriate, pass all life threatening calls to the ambulance control.

Ensuring that national performance indicators are achieved.

Assisting with enquiries/complaints in the absence of the shift supervisor and arranging investigation into complaints received.

Supervise shift and staff in the absence of the call centre supervisor.

Be responsible for the efficient dispatch of jobs to appropriate destination.

Recognise and judge the relative urgency of calls received and when appropriate passing to the relevant emergency service in accordance with protocols.

Speaking to and dealing with potential customers, taking messages for the supervisor or call centre manager.

Assist new members of staff.

Work effectively in a team environment by support, communication and liaising with other members of staff.

Working unsupervised with a high degree of accuracy.

Ensuring that equipment is working at all times and immediately reporting faults to the duty supervisor. In the absence of the supervisor reporting faults to the appropriate department.

Report any incidences of concern regarding Health & Safety.

Ensuring effective and thorough handover of shift



Dispatchers should monitor the screen for new calls, chasing when overdue and passing relevant information.

Making changes to the database as required. Receiving and accurately entering changes received from on call personnel and customers.

Responsibility for keeping records and protocols up to date.

Answering calls for East of England Ambulance Service switchboard out of hours.

Possessing a knowledge of the trusts Major Incident procedure and Trust Policies.

PART E: GENERAL RESPONSIBILITIES

Flexibility: The postholder may be required to work at any of the Trust's sites in line with service needs.

Infection Prevention and Control: All Trust employees have duties under the "Health and safety at Work etc. Act 1974" which have a bearing on the prevention and control of infection in particular. Staff are expected to understand their responsibilities as outlined in the infection prevention and control policy and related guidelines, comply with all stated systems and maintain their knowledge of infection prevention and control relative to their role.

Confidentiality, Data Protection, Freedom of Information and Computer Misuse: All staff must ensure confidentiality and security of information dealt within the course of performing their duties. They must comply with and keep up to date with Trust policies and legislation on confidentiality, data protection, freedom of information and computer misuse.

Communication: All staff should be able to communicate effectively with people who use services and other staff, to ensure that the care, treatment and support of people who use services is not compromised.

Health, Safety, Security and risk management: All staff are required to adhere to and act consistently with all relevant health and safety legislation and Trust policies and procedures in order to ensure that their own and the health, safety and security of others is maintained. This will include identifying and reporting all risks to health and safety, security of equipment and property, use of necessary safety devices and protective clothing and the achievement of the Trust's objectives in accordance with the Trust's risk management strategy and policies.

Major Incident: In the event of a major incident or civil unrest or other potential large scale service disruptions (e.g. Pandemic) all East of England Ambulance Service NHS Trust employees will be expected to report for duty on notification. All employees are also expected to play an active part in preparation for a major incident, civil unrest or other potential large scale service disruptions (e.g. Pandemic) and to undertake training as necessary.



Equality and Diversity: Actively promote the Trust's commitment to equality and diversity by treating all patients, colleagues and visitors with dignity and respect and comply with related policies including Equal Opportunities Policy, Dignity at Work Policy, Recruitment and Selection Policy etc.

Mandatory, job related training and CPD: Take a proactive approach to own personal development in order to ensure that skills set is aligned to the demands of the role as it evolves and develops to meet the organisation's changing needs. This will include full participation in KSF and appraisal.

Safeguarding children and vulnerable adults: All employees have a responsibility for protecting, safeguarding and promoting the welfare of children and vulnerable adults. Further information about the Trust commitment to this and your responsibilities can be sought from the Trust's Child Protection Leads.

No Smoking Policy: East of England Ambulance Service NHS Trust is a no smoking Trust and all staff must comply with the Trust's no smoking policy.

Data Quality: It is the responsibility of all employees to ensure data is of a high quality standard, in order to support the Trust in providing a quality service. Data must be accurate, valid, reliable, timely, relevant and complete. For further information on the Trust's commitment to this, please refer to the Trust's Data Quality Policy.



PART F: STRUCTURE CHART





PART G: PERSON SPECIFICATION

	Specification	Essential	Desirable
1.	Physical Health and Appearance	Good general health smart appearance and good attendance record.	
2.	Qualifications	4 GCSE's at grade C or above (equivalent qualification) including English.	Customer Care Course.
3.	Knowledge & Experience	Basic Knowledge of Windows Word and Excel software. 1 years' experience message handling work in a busy call centre.	
4.	Personal Aptitude	Ability to work under own initiative and think constructively under pressure.	
5.	Personal Skills	Good communication skills, confident telephone manner. Team Player Problem solving.	
6.	Requirement to handle traumatic, emotional and distressing situations	Ability to work in a busy stressful environment whilst maintaining a pleasant manner.	
7.	Additional Requirements	Able to delegate when required.	



PART H: JOB DESCRIPTION RECORD

This job description reflects the current main organisational priorities for the post. In the context of rapid change taking place within the NHS/Trust, these priorities will develop and change in consultation with the postholder in line with service needs and priorities.

Date Created: 27 June 2013

Created by: Tim Smith

Postholder's signature: