#### JOB DESCRIPTION.

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| JOB IDENTIFICATION |
|  Job Title: Telecoms Operator Responsible to: Telecoms Supervisor/Manager Department(s): TelecomsDirectorate: DigitalOperating Division: CorporateJob Reference: U-NC-PHN-ALL-TOPNo of Job Holders: 30Last Update: 10/06/05 |
| 2. JOB PURPOSE |
| To work as part of a team of Telecoms Operators handling a variety of incoming and outgoing calls, collecting appropriate information to help identify the needs of the caller and assisting in directing them onwards to the most appropriate and safe place of care in a timely manner. To provide an effective and efficient operator service on behalf of NHS Lothian. |
| 3. DIMENSIONS |
| **General**Locations: All sites Lothian Wide (approx. 297), including hospitals, Health & Social Care Partnerships & GP practices.Users: Circa 35,000 +Equipment: 15,000+ devices (Android & iOS Smart devices, mobiles, SIMs, etc.) This number will increase over time as smart phone technology advances.**Specific:**Call handling in NHS Lothian is in the region of 12,000 to 13,000 calls per normal working day.Assisting other members of the team with daily duties as and when required.**Note:** *The post is employed within NHS Lothian and there may be a requirement to work flexibly across Lothian to meet service demands.*  |

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| 4. ORGANISATIONAL POSITION |
| Telecommunications Service Manager Switchboard ManagerTelecoms Supervisors(x 2WTE) Telecoms Operator(THIS POST) |
| 5. ROLE OF DEPARTMENT |
| NHS Lothian Switch Board provides comprehensive, high-quality telecommunications services to all areas and sites within the division.The Switchboard is the first point of contact for anyone calling into NHS Lothian and acts as a gateway for patients and members of the public looking to be connected with services, departments or individuals across NHS Lothian. The Switchboard deals with a wide range of call types and the Switchboard Operators are expected to maintain a calm, confident but empathetic approach reflective of the NHS Lothians values, at all times.The Switchboard acts as a first line for emergency calls such as cardiac arrest calls and putting out the emergency team bleeps/pages in line with the correct clinical protocolsNHS Lothian Switchboard also monitors various estates alarms such as fire and medical gas alarms escalating as and where necessary. |
| 6. KEY RESULT AREAS |
| To operate the computer based Switchboard Console in accordance with departmental policy.To keep the directory accurate and up to date.To operate the internal and external wide area paging systems in accordance with departmental policy.To be familiar with all emergency procedures within the division’s hospitals and efficiently carry them out (e.g. Fire Alarm, Cardiac Arrest, Medical Gases).To prioritise emergency calls while ensuring normal operations carry on during Major IncidentsTo have a wide knowledge of departments, staff functions, procedures and terminology. To contact staff as required, in accordance with procedures.To provide mutual cover within Telecoms Services at any site across NHS Lothian when required.Deal effectively, efficiently and politely with all enquiries, advice and provide assistance to both internal and external callers.To book Taxis / Couriers and co-ordinate fleet transport requests from internal and external sources in line with policyProvide flexible cover and backup support for other members of the team as required.To undertake any other work as directed by line manager or senior members of the Management Team to ensure the smooth running of businessTo support NHS Lothian’s values of quality, teamwork, care and compassion, dignity and respect, and openness, honesty and responsibility through the application of appropriate behaviours and attitudes. |
| 7a. EQUIPMENT AND MACHINERY |
|  Computer Based Switchboard Console Internal Paging System (Staff Location System via Consol and LCU) On-Line Telephone Directory  Siemens 16E Multiline **Note:** New equipment will be introduced as the organisation and technology develops, however training will be provided. |
| 7b. SYSTEMS |
| Cable and Wireless ISDX – Telephone SystemMultitone Electronics - Staff Location System DSWin – On-Line Telephone Directory**Note:** This list reflects the types of systems in use and is not a comprehensive list of what the post holder will be required to use. New systems will be introduced as the organisation and technology develops, however training will be provided. |
| 8. ASSIGNMENT AND REVIEW OF WORK |
| T The postholder will have regular meetings with the Telecoms Supervisor/Manager to discuss objectives, problem solving and continuation training as required  Work will be generated from several sources:-* Initiatives generated by the postholder
* As directed by the Telecoms Supervisor/Manager
* Needs of the user departments/public calling the division.

The Telecoms Supervisor/Manager will review the postholder’s work for quality, quantity and the achievement of objectives within timescales as part of the formal appraisal scheme |

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| 9. DECISIONS AND JUDGEMENTS |
| * In the absence of the Deputy Manager/Supervisor Switchboard Operators are expected to arrange shift cover with colleagues for sickness etc.
* Prioritisation of emergency calls in life critical situations
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| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| Operation of the emergency paging service for Cardiac Arrest Calls and life threatening emergency calls.Answer high volume of calls in a calm collected manner.To work under pressureMonitor a variety of alarms for the NHS Lothian estate and act accordingly using correct procedures |
| 11. COMMUNICATIONS AND RELATIONSHIPS |
| A polite telephone manner is required at all times Close attention to detail is required and ability to liaise with people at all levels of the organisation Particular ability to get the right information from people is required to ensure they are put through to the right service. The post holder must use questioning skills, employing empathy and understanding.The post holder must also be a good listener able to extract the relevant information from the initial telephone call. **Internal:** * Colleagues on shift re passing information regarding on-call rota’s and calls that may involve other members of the Telecom Staff.
* Members of NHS Lothian Staff at all levels
* Emergency paging/bleeps and transferring calls to the right people/department/services

**External:*** All enquiries via switchboard from patients, clients etc.
* First point of contact for the patient or their carer/relative or other professionals.
* From the initial phone call the post holder is required to extract sufficient information, using good communication skills, to ensure that the appropriate service is accessed.
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| 12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB |
| **Physical Skills:** Keyboard skills, PC literacy, A patient and calm attitude.**Physical Demands:**The post holder is required to sit at a workstation using a VDU screen for the majority of their shift, requiring periods of intense concentration. The post holder will be required to wear a telephone headset for the majority of their shift.**Mental Demands:**Concentration while inputting phone numbers, paging staff and dealing with enquiries extremely challenging when busy and working alone. Working in a busy and sometimes noisy environment**.****Emotional Demands**Dealing with emergency calls, distressed relatives and difficult/abusive callers both internally and externally.Using appropriate questioning skills to extract accurate information from patients/ carers who may be in a very agitated or anxious state or have communication difficulties.Frequently dealing with callers who may be aggressive and/or abusive, especially during busy times when the caller has had an extended wait.Trying to obtain the appropriate service for the patient especially in life threatening situations.Occasionally dealing with emotionally demanding calls e.g. upset relatives |
| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| The post holder will -* Have excellent communications skills.
* Be able to work under extreme pressure.
* Be flexible in approach to shift working
* Have previous experience of working in a similar role within a large organisation
* be expected to have good communication skills, be computer literate and have good basic keyboarding skills
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| 14. JOB DESCRIPTION AGREEMENT |
| A separate job description will need to be signed off by each jobholder to whom the job description applies. Job Holder’s Signature: Head of Department Signature: | Date:Date: |