



Service Delivery: 110190 Call Handler

Job Pack

July 2022



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Welcome to NHS 24

Thank you for your interest in this position.

This information pack details information about both NHS 24 and this vacancy. I hope that you find this information useful and it helps inform your decision to apply to come and work with NHS 24.

Now is a great time to be joining NHS 24 as we continue to grow and deliver safe, responsive person-centred services to the public of Scotland.

We are proud to employ 1800 staff across our centres in Scotland. As the Director of Workforce, I am committed to ensuring that NHS 24 is a great place to work. Our staff are our greatest asset who deliver high quality safe and effective care to our patients.

I am committed to putting our staff at the centre of everything we do and to working to a common set of values to guide the work we do, the decisions we take and the way we treat each other. Our values are care and compassion; dignity and respect; openness, honesty and responsibility; and quality and teamwork.

If you would like to be part of our team and feel you have the skills and share our values, I would be delighted to hear from you and welcome your application.

Jacqui Hepburn
Director of Workforce

Reference Material

You can find more information about NHS 24 and our services at:

[About NHS 24](#)

[NHS 24 Services](#)

[Key Documentation](#)

Our Organisation

NHS 24 is the national provider of digital and telephone-based health and care services for Scotland. We provide people with access to information, care and advice through multiple channels including telephone, web and online.

We work in collaboration with partners, the public and our people to co-design services using technology and a digital first approach to sustainable service development and delivery.

Our Services

As Scotland's national telecare and telehealth organisation, we're at the forefront of pioneering new and innovative ways of working. It might surprise you to know that we're not just a phone service, we increasingly engage with people in Scotland through our websites, social media and webchat.

There's no such thing as a typical job at NHS 24. We employ a wide range of clinical and non-clinical staff. From call handlers and nurse practitioners to physiotherapists and pharmacists the diversity of our workforce reflects the constantly evolving needs of our patients. As an integral part of the NHS in Scotland, NHS 24 continues to develop, provide, and facilitate an expanding range of multichannel, patient centred, safe and effective telehealth and tele-care services.

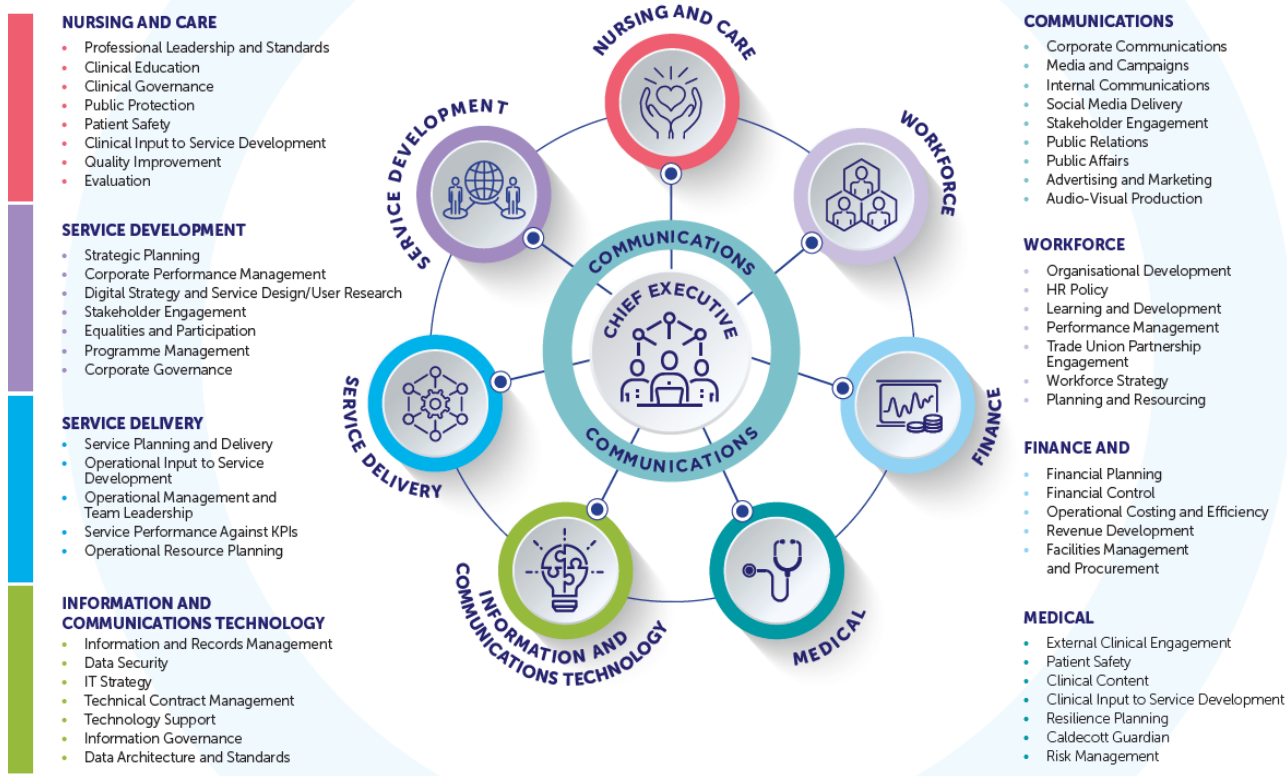
For example:

- People across Scotland can call NHS 24 using the free phone number 111. This
- gives people access to the help and advice they need when it cannot wait until
- their GP surgery reopens.
- NHS 24 works in close partnership with all Health Boards and the Scottish
- Ambulance Service to provide essential services to patients in need of urgent
- advice and care mainly during the out-of-hours period when their GP surgery is
- closed, but also now during the in-hours period as we work with our Health Care
- partners and continually review patient pathways
- NHS 24 employs a range of staff across its locations, including clinical and nonclinical
- staff and essential support services staff.
- NHS 24 provides access to trusted health information and support through a range
- of different services, including NHS inform, Care Information Scotland, Breathing
- Space, Living Life and Quit Your Way Scotland. Some of these services are
- available to the public via a range of delivery channels, including the internet, over
- the telephone and web chat.
- NHS 24 delivers a national health preparedness campaign on behalf of
- NHSScotland called 'Be Health-Wise'. The campaign runs across the Easter and
- Festive, which are the busiest times of the year for the service.

Our Structure



Organisation Structure



Service Delivery

Service Delivery is the patient-facing directorate of NHS 24 that covers the full range of services offered to Scotland, such as NHS 24 Unscheduled Care Service, Scottish Emergency Dental Service, NHS 24 Health Information Services, Breathing Space and Living Life Services.

NHS 24 has been providing a national Unscheduled Care service since 2004. This service handles approximately 1.5 million calls per annum. During the out-of-hours period, patients who require urgent medical attention are triaged and directed to the most appropriate point of onward care within their own area.

In 2014 we successfully moved to the new free phone telephone number 111, hence why the service is also branded as the 111 Service.

We increasingly operate a multi-disciplinary team approach, involving a range of clinical and non-clinical skills to ensure the public get access to the best health care professional to manage their care efficiently and effectively.

Whilst operating 24hrs a day 7 days a week, the 111 Service was initially a predominately Out of Hours Service, which meant that 90% of calls to the service were received between the hours of 6pm and 8am. Weekends continue to be our busiest time of the week, when 50% of our weekly call demand is received.

A national service available to all in Scotland, the location, age, health concern and content of the calls are wide ranging and no two calls are the same. Working in collaboration with our partner Health Boards, all calls to service are assessed and where appropriate directed to the appropriate health care professional for treatment. This includes calls which are immediately life threatening and require to be transferred to the Scottish Ambulance Service.

Our Centres

There are currently six NHS 24 Regional Centres, three located in the West, two in the East and one in the North. NHS 24 staff are also located in local centres in partnership with NHS Boards. More information of the location of all our Centres can be found by following this link: <https://www.nhs24.scot/key-facts-about-nhs-24/our-centres/>

This post can be based at either our new Dundee or Clydebank Regional Centres.



Dundee

Caledonian House
Greenmarket
DUNDEE
DD1 4QX



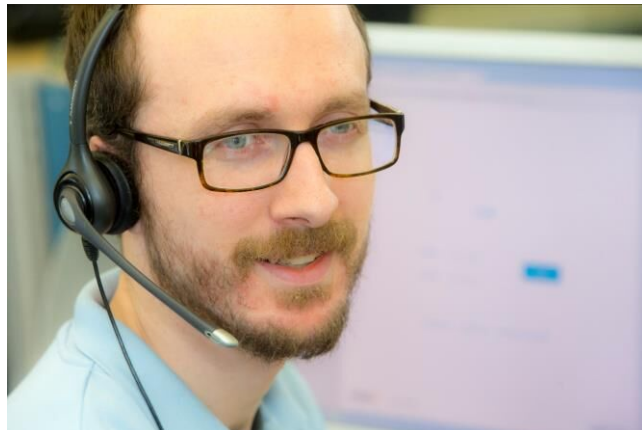
Clydebank

Aurora House,
3 Aurora Avenue
Clydebank
G81 1BF

The Role –

Call Handler – Band 3

Working as a Call Handler, you would need to listen sensitively and communicate clearly and accurately. Patients you speak to may be anxious or upset and rely on you to instil confidence with your enthusiastic, focused and professional approach to every call.



Skills

Excellent communication skills are required along with consistent, accurate data recording and attention to detail. Customer service skills along with the ability to listen and question patients is key.

Other useful abilities include the ability to follow instructions and procedures and whilst customer service skills can be helpful, the ability to remain calm during a challenging situation is vital.

This is a challenging but rewarding role where you will be introduced to a new skill set and encouraged to develop professionally.

Qualifications

Call Handlers are expected to be educated to National 5 level or equivalent (credit in a Standard Grade or an A-C pass in an O Grade).

Life as a Call Handler at NHS 24

"For some time I had been interested in a career in the care industry but lacked the confidence to make the change. I finally took the leap and have now been with NHS 24 as a call handler for 9 months. I have grown in confidence, made good friends and learned a great deal already with the help of our clinical team.

Every shift is different, some days can be challenging but the ability and privilege of being able to help people makes up for even the hardest of days and calls."

"I love working for NHS 24 as it's the best feeling in the world helping people who need it, colleagues are so nice and supportive makes the job so much easier.

Great place to work and the pay is great!"

IMPORTANT INFORMATION REGARDING SHIFT WORKING AT NHS 24

As detailed, NHS 24 can be described as a predominately “Out of Hours” Service which means our busiest times of the day are from 6pm to 8am and our busiest days of the week are Saturday and Sunday, across the full weekend. As a result, all staff rota’s are designed around these times which means anyone working for NHS 24 will find their working pattern is heavily weighted to working at these times.

Across the year, the national Public Holidays are the busiest times, when other services across the Health Service are reduced. This results in an increase in demand for the 111 service.

When joining the organisation successful candidates are issued with an 8-week rota, however these are subject to the following changes

- The rotas offered are fixed (and aligned to the call arrival patterns and volumes) therefore NHS 24 is unable to amend days off or shift start/end times
- If NHS 24 do require staff to alter their rota, NHS 24 will aim to provide 8 weeks’ notice of any change to the rota
- Over the busy Christmas and New Year period a 'festive rota' will be issued which will differ from the core rota, and may involve working different days, different shift times etc. during this period. This normally covers a 3-week period from approximately 18th December through to 8th January
- The “festive rotas” are again designed to ensure NHS 24 workforce is available to meet the demands of the service, which change at this time of year. As a result, this does mean that every year whilst employed at NHS 24 staff will either work 25th December or 1st January, plus other key days. Again the same applies at Easter and staff will be required to work Easter weekend
- To ensure maximum resource on shift to deal with the increased demand during the 3-week festive period and over Easter weekend, no annual leave is permitted at this time. However, it should be noted that staff are only required to work their contracted hours (whilst there are opportunities for staff to work additional hours, this is entirely voluntary)
- The amendment to rota’s also extends to include other national and local Public Holidays (PH) taken by other NHS Boards (Regardless of the day of the week these occur) Again changes to staff rota’s will be undertaken to ensure NHS 24 is adequately resourced to deal with the increased demand. Again this may differ from current rotas, but as above, NHS 24 will aim to provide 8 weeks’ notice of any changes

This Opportunity

Job Reference:	110190
Position Title:	Call Handler
Hours:	12 hours per week, working 6/8 weekends (2 x 8 hour shifts), 16 hours per week, working 8/8 weekends (2 x 8 hours shifts) 30 hours per week – including working 8/8 weekends
Location:	Dundee Regional Centre located at Caledonian House & Clydebank Centre located at Aurora House
Band:	Band 3
Job Type:	Permanent
Salary:	£21,709 - £23,603 per annum and enrolment into SPPA pension scheme. Placement on salary scale is dependent on confirmation of previous relevant NHS service. Basic hourly rate on minimum of the Band 3 pay scale is £11.10, hourly rate for working Saturdays and after 8pm weekdays is £15.20 and hourly rate for working Sundays and public holidays is £19.31

WHO ARE YOU?

Someone who is enthusiastic, focused, professional, and has the ability to listen sensitively and communicate clearly and accurately.

As a Call Handler, you will be part of a busy and growing team playing your part in helping to ensure that patients and the public are first in everything NHS Scotland does. This will involve collecting and recording patient information, identifying patients in need of an immediate response, and directing callers to clinical colleagues or to other NHS services for further assessment.

As part of a multi-disciplinary team at NHS 24 you can make a real difference to people's lives with a career that is exceptionally rewarding.

Below are examples of NHS 24 Call Handler rotas, which may be subject to change as service demand and call arrival patterns change over the next 6 months to a year. Successful candidates will be provided with their actual rota at the point of offer.

12 hour working rota with 6/8 weekends may look like this:

12-D

	Monday		Tuesday		Wednesday		Thursday		Friday		Saturday		Sunday		Total Hrs
	Start	End	Start	End	Start	End	Start	End	Start	End	Start	End	Start	End	
1											09:00	17:30	09:00	17:30	16.00
2											09:00	17:30	09:00	17:30	16.00
3											13:30	22:00	13:30	22:00	16.00
4															0.00
5											09:00	17:30	09:00	17:30	16.00
6											09:00	17:30	09:00	17:30	16.00
7											13:30	22:00	13:30	22:00	16.00
8															0.00
															96.00

16 hour working rota with 8/8 weekends may look like this:

16-E

	Monday		Tuesday		Wednesday		Thursday		Friday		Saturday		Sunday		Total Hrs
	Start	End	Start	End	Start	End	Start	End	Start	End	Start	End	Start	End	
1											09:00	17:30	09:00	17:30	16.00
2											13:30	22:00	13:30	22:00	16.00
3											13:30	22:00	13:30	22:00	16.00
4											09:00	17:30	09:00	17:30	16.00
5											09:00	17:30	09:00	17:30	16.00
6											13:30	22:00	13:30	22:00	16.00
7											09:00	17:30	09:00	17:30	16.00
8											09:00	17:30	09:00	17:30	16.00
															128.00

30 hour working rota with 8/8 weekends may look like this:

30-N2-RUC

	Monday		Tuesday		Wednesday		Thursday		Friday		Saturday		Sunday		Total Hrs
	Start	End	Start	End	Start	End	Start	End	Start	End	Start	End	Start	End	
1	16:00	00:30	16:00	00:30							07:30	16:00	07:30	16:00	32.00
2							16:00	00:30	16:00	00:30	15:30	00:00	15:30	00:00	32.00
3					16:00	00:30	16:00	00:30			15:30	00:00	15:30	00:00	32.00
4	16:00	00:30									07:30	16:00	07:30	16:00	24.00
5	16:00	00:30	16:00	00:30							07:30	16:00	07:30	16:00	32.00
6							16:00	00:30	16:00	00:30	15:30	00:00	15:30	00:00	32.00
7			16:00	00:30	16:00	00:30					07:30	16:00	15:30	00:00	32.00
8	16:00	00:30									07:30	16:00	07:30	16:00	24.00
															240.00

TRAINING

NHS 24 provides a comprehensive Core Induction Training programme to all successful applicants. This programme lasts 3 weeks, with a further 2 weeks working in a 'protected pod'. Regardless of your contracted hours, Core Induction Training requires a commitment of 37.5 hours per week.

No annual leave can be taken during Core Induction.

Participants are required to pass Core Induction training to secure a permanent position as a Call Handler.

Below examples of the Core Induction Training schedules, which may be subject to change:

Example ** *Subject to Change* - The initial training is for 3 weeks

- Weeks 1 & 2: Monday – Friday 8am – 4pm
- Week 3: Monday – Friday 2pm – 10pm

BENEFITS

NHS 24 offers a complete benefits package, with a permanent contract on Band 3 £21,709 - £23,603 (pro rata for part-time hours). Placement on salary scale is dependent on confirmation of previous relevant NHS service.

We also offer you many supportive policies to enhance your employee journey and have a comprehensive Employee Assistance Programme Provider, Cycle to Work Scheme, bursary scheme and a range of learning and development. As an NHS Scotland employee, you will be entitled to:

- 35 days annual leave (rising to 41) pro-rata
- development opportunities including study bursaries, e-learning and classroom-based courses
- enhanced pay for working during out of hours period
- enrolment into the Scottish Public Pensions Agency (SPPA) pension scheme
- NHS discounts on goods and services
- HELP, employee support and assistance

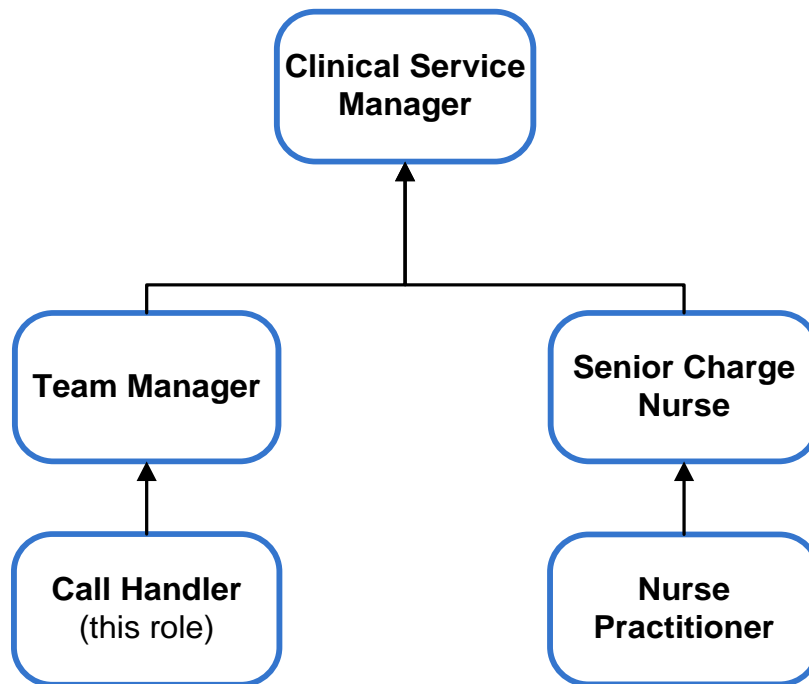
Job Description

Job Title: Call Handler
Reporting To: Team Manager/Senior Charge Nurse
Department(s)/Location: Service Delivery
NHS Job ID: Sco5/AS/M/O/CH1

1. JOB PURPOSE

To handle a variety of incoming and outgoing calls to NHS 24, collecting and recording appropriate patient information. Working under the guidance of a Clinical Supervisor, help identify the needs of the caller and assist in directing them onwards to the most appropriate and safe place of care. The range of care will vary from advising on basic self-care information/advice to transferring those with immediate and life-threatening conditions to the Scottish Ambulance Service.

2. ORGANISATIONAL POSITION



3. SCOPE AND RANGE

NHS 24 is a national service with 6 main contact centres (East, Cardonald, Clyde, Lumina, Dundee and North) and local satellite centres. Each of these contact centres deals with patient calls from any part of Scotland.

The Call Handler is an integral part of a multi-disciplined team and are the first point of contact for patients calling the 111 service. In addition, they also act as a gateway for patients to access other services such as the Out of Hours Dental service.

Working under close Clinical Supervision, the Call Handler must adhere to strict processes and protocols when gathering important information which will aid the Clinical Supervisor to determine the most appropriate and safe outcome of care.

Dealing with a wide range of clinical call types and conditions the Call Handler will maintain a calm, confident but empathetic approach reflective of the NHS 24 values, at all times

Call Handlers may contribute to project work to enhance and develop the service.

4. MAIN DUTIES/RESPONSIBILITIES

To be the first point of contact for the patient or carer/relative, establishing the nature of the call, identifying the appropriate assistance required from information given.

On receipt of patient call, search computerised patient records, checking patient details and demographics and amending when required to maintain accuracy. Using effective questioning skills and respecting patient confidentiality, working within NHS 24 protocols and legislative requirements to update patient records.

Identify callers requiring immediate emergency response and appropriately refer them to the Scottish Ambulance Service.

The post holder is required to be competent in the use of the telephony system and be able to transfer calls internally and to Partner organisations. This includes retrieving calls in event of transfer failure.

In the event of technology malfunction, the Call Handler will continue to answer calls, but will follow the revised process whereby recording patient information on paper

Under the guidance of Clinical Supervision, the Call Handler may be required to make outgoing calls to update patients on the status of their call or to ask additional information questions to help quicken their onward referral

All Call Handlers are required to adhere to process at all times and effectively navigate through the Patient Contact Management system as instructed to ensure a safe and effective patient journey for all callers, which is accurately recorded

Be responsible for transferring calls onto the next stage in the patient journey whether this be an internal /external transfer or preparing the call for a call-back

Use Third Party assistance tools to help communicate with the caller i.e.) Language Line, when English is not the patients first language.

Accurate recording and clear verbal communication of patient information

Observe the Message Monitoring system between NHS 24 front line services and Partner organisations to ensure that all faxes and patient information has been sent/received. Escalate any problems and take appropriate action as directed under supervision.

Contribute to the continuous improvement of service provision in NHS 24 by communicating service user feedback to relevant team managers where appropriate.

Participate in the preceptorship and mentoring programme for new staff.

INDUCTION STANDARDS AND CODE OF CONDUCT

Your performance must comply with the “Mandatory Induction Standards for Healthcare Support Workers in Scotland” 2009; and with the Code of Conduct for Healthcare Support Workers, both as amended from time to time, which are attached (further copies can be obtained on-line at www.workinginhealth.com/standards/healthcaresupportworkers or from your Human Resources Department).

5. SYSTEMS AND EQUIPMENT

The post holder is required to be competent in the use of the Patient Contact Management System, which includes an integrated telephony system. Be able to navigate through the Patient Contact Management System to ensure all data is accurately captured whilst being able to transfer calls internally and externally to Partner organisations. The ability to retrieve calls in the event of transfer failure is critical.

Be able to use the ‘Knowledge Management system’ to access information regarding changes to local health services throughout Scotland, and changes to processes. Be able to use the Intranet/Internet to access information.

Good keyboard skills with a high degree of accuracy are essential.

6. DECISIONS AND JUDGEMENTS

On receipt of a telephone call, analysing the information given by the patient/caller, and follow the system generated guidance. Ask additional questions, when prompted, and follow either the system generated or Clinical Supervisors instructions to determine the most appropriate service for the patient.

Identifying an immediate life-threatening condition and swiftly transferring to appropriate emergency SAS maintaining a calm disposition whilst reassuring caller.

Having the ability to take and transfer calls from other professionals to the most appropriate source.

Ability to identify processes which are applicable for the patient and adhere to these

Seeking support when situations arise which fall out-with standard processes

7. COMMUNICATIONS AND RELATIONSHIPS

The post holder is the 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. 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

The post holder must maintain excellent communications with colleagues in the front-line team to assist in ensuring the smooth operation of NHS 24 services.

Other key relationships include Head of Clinical Services, Clinical Services Manager(s), Associate Directors of Operations and Nursing, Senior Charge Nurses, Team Managers, Nurse Advisors, Human Resources and Training Team, IT Department. Central Resource Team and Service Support.

The professional link is through the Senior Charge Nurse, CSM, Head of Clinical Services and ADON to the Director of Nursing.

External

Externally the Call Handler will assist in maintaining good relationships with the NHS community, general public and Partner agencies.

8. PHYSICAL DEMANDS OF THE JOB

The post holder is required to sit at a workstation 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.

The Call handler requires good keyboard skills, and the ability to input accurate data whilst listening and communicating with the caller, using audio and typing skills.

9. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

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. from bereaved relatives, child protection

10. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

The Post Holder will be expected to be educated to National 5 level or equivalent.

The post holder will be expected to have good communication skills, be computer literate and have good basic keyboarding skills.

The post holder should have the ability to work well under pressure and follow clear instructions.

Recruitment Process

The NHSScotland Everyone Matters 20:20 Workforce Vision outlines the commitment the Scottish Government has in putting people at the centre of everything the NHS in Scotland does. Working to a common set of values will guide the work staff do, the decisions that we take and the way we treat each other. Using a Values Based Approach to recruitment will ensure that NHS 24 staff members not only have the competencies required for the role, but they will live and breathe the values needed, to ensure that patients receive the best possible care, and that all staff are valued and treated well.

We recommend that prior to application and interview, candidates read all the information provided in the Job Pack as it contains much of the information about NHS 24 and this vacancy to support your application.

We will use a Values Based Approach in our selection process that will consist of the following assessments:

- **Application Shortlisting** – an NHS 24 Manager will review application forms against the vacancy shortlisting criteria and invite successful candidates to attend interview.
- **Interview** – candidates who successfully pass shortlisting will take part in a competency-based interview, with a focus on NHS 24 Values. The interview may also include a listening skills assessment which would be confirmed should you be invited to interview

Interviews will be online, via 'Attend Anywhere'.

- **Pre-Employment Checks** – candidates who are successful at interview will progress to Preferred Candidate status and the NHS 24 Recruitment Team will contact them to commence pre-employment checks consisting of:
 - Photographic identification, proof of application address and documentation supporting the candidate's right to work in the UK
 - Clearance through Disclosure Scotland Protection of Vulnerable Groups (PVG), obtaining membership for both Children & Adults
 - Overseas Police check – required where applicants have lived and worked outside the UK for more than 12 consecutive months in the preceding five years
 - A minimum of 2 references deemed satisfactory by NHS 24
 - Occupational Health check

All Pre-Employment Checks must be successfully completed before an unconditional offer of employment will be made.

QUERIES:

For any queries in relation to this vacancy, please contact a member of the NHS 24 Recruitment Team at recruitment24@nhs24.scot.nhs.uk

Should you wish to withdraw from the process at any time you can either do this via your Jobtrain profile, or contact a member of the NHS 24 Recruitment Team at recruitment24@nhs24.scot.nhs.uk

GENERAL:

Equality & Diversity:

NHS 24 is committed to equality & diversity:

<http://www.nhs24.scot/about-nhs-24/policies/equality-and-diversity/>

Working Time Directive:

Where you choose to combine working with NHS 24 and another employer, please note that NHS 24 complies with the Working Time Directive regulations of staff working no more than 48 hours per week on average across all employments with appropriate rest breaks between shifts. We cannot support applications for 12-hour weekend working where the candidate intends to keep working another job Monday to Friday.

Regulated Work:

As this post is deemed regulated work, any successful candidates will be subject to clearance through Disclosure Scotland Protection of Vulnerable Groups (PVG) obtaining membership for both Children & Adults.

CLOSING DATE:

The closing date for submitting your completed application is **midnight Monday 8th August 2022**. You will no longer have access to the documents attached to the vacancy after the closing date, so please download and save the Job Pack and CBI Guide for Candidates prior to this.

Should you have any difficulty downloading these documents, please email recruitment24@nhs24.scot.nhs.uk and a member of the Recruitment team can email these to you.