



# Call Operator Generic

## 129843

Job Pack

December 2022



# A Career with 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 around 2000 staff across our centres in Scotland.

Our service touches the lives of people across Scotland when care and compassion is what matters most. Our people are our most important asset, and it is through them that we can deliver high quality, clinically safe services across Scotland.

We want to reduce health inequalities, to work seamlessly across boundaries, to utilise technology to provide our patients with omni channel access to the latest and most effective digital healthcare. We employ around 2000 staff across six main contact centres in Scotland. Continual investment and growth of our workforce is vital to the delivery of services.

If you are resilient, committed to personal development and up for a challenging but rewarding career then you sound like our kind of person.

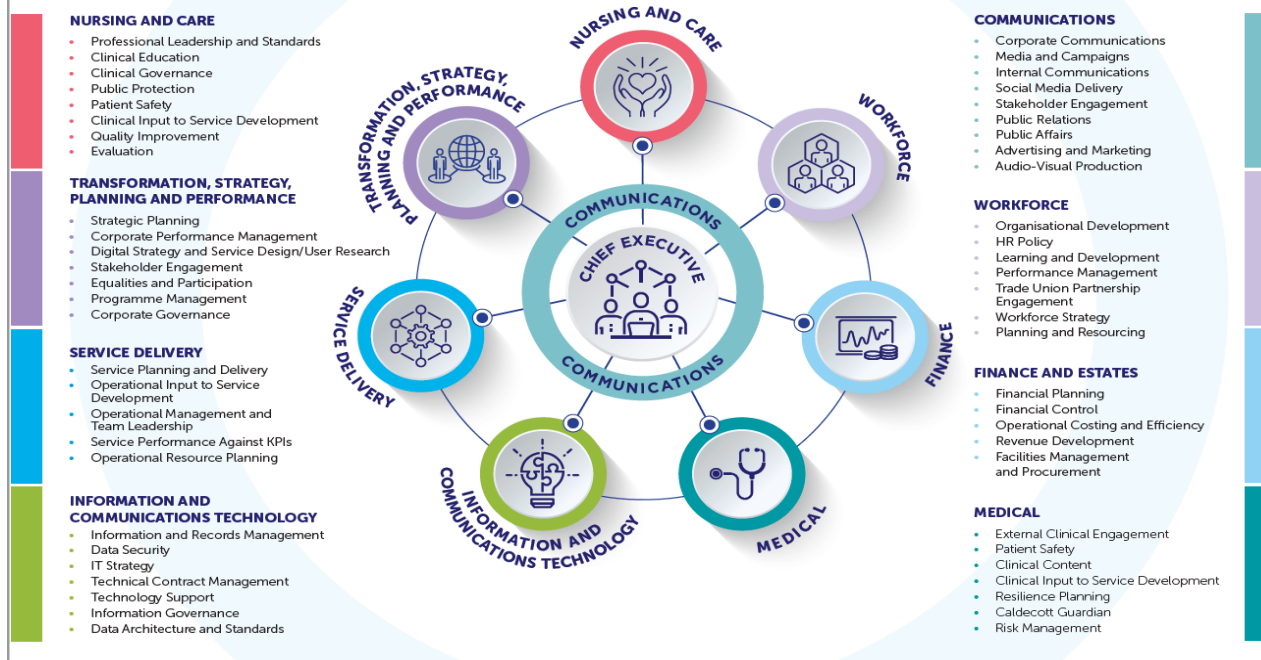
NHS 24 is the national provider of digital and telephone-based health and care services for Scotland. We provide people with access to information, care and advice through multiple channels including telephone, web and online. We work in collaboration with partners, the public and our people to co-design services using technology and a digital first approach to sustainable service development and delivery.

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 as well as all the usual support services, 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.

NHS 24 is an equal opportunities employer committed to advancing equality and particularly welcomes applications from groups of people currently underrepresented within the workforce. We are a committed participant in the Disability Confident Leader Scheme and guarantee to interview all disabled applicants who meet the minimum essential criteria for our vacancies.

You can find more information about NHS 24 at <https://www.nhs24.scot/>

# 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

We have six regional centres, three in the West, two in the East and one in the North of Scotland. We also have a number of local centres.

These posts will be located at the Regional Centres listed below. Please note if you opt to work in the West of Scotland, you will be allocated a base centre, but there will be a requirement for you to be flexible and, if required, work certain shifts in one of the other West centres.



## West Regional Centre

Lumina Building  
40 Ainslie Road  
Hillington  
Glasgow  
G52 4RU

## West Regional Centre

Aurora House  
3 Aurora Avenue  
Clydebank  
G81 1BF





### **West Regional Centre**

Caledonia House  
Fifty Pitches Road  
Cardonald Park  
Glasgow

G51 4EB



### **East Regional Centre**

Norseman House  
2 Ferrymuir  
South Queensferry

EH30 9QZ

### **Dundee Regional Centre**

Caledonian House  
Greenmarket  
DD1 4QX



# IMPORTANT INFORMATION REGARDING SHIFT REGARDING SHIFT WORKING AT NHS 24

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 rotas 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.

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 18<sup>th</sup> December through to 8<sup>th</sup> 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 25<sup>th</sup> December or 1<sup>st</sup> 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). 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

<b>Job Reference:</b>	129843
<b>Position Title:</b>	Call Operator Generic
<b>Hours:</b>	12 hours per week, 2 rota options are available (please see page 8 for more details)
<b>Location:</b>	Hillington, Cardonald, Clydebank, South Queensferry or Dundee
<b>Band:</b>	Band 2
<b>Job Type:</b>	Permanent
<b>Salary:</b>	£19,609 - £21,615 per annum (pro rata for part-time hours worked) 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 2 pay scale is £10.02, hourly rate for working Saturdays and after 8pm weekdays is £14.44 and hourly rate for working Sundays and public holidays is £18.85**

## WHO ARE YOU?

You are enthusiastic and committed to fully undertaking this opportunity. You can follow instruction and adhere to process whilst listening sensitively and communicate clearly with the callers.

As a Call Operator, 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.

## TRAINING

All NHS 24 staff are required to complete training on a regular basis to ensure compliance with statutory requirements. Additionally, you will be fully supported by your line manager as you transition into this new role. You will also be encouraged to participate in continuous professional development specific to this post.

## BENEFITS

NHS 24 offers a complete benefits package, with a permanent contract on Band 2 £19,609 - £21,615 (pro rata). 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, childcare vouchers, 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

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.

## ROTAS

You will work an average of 12 hours per week over an eight week period. The below rotas demonstrate what this may look like.

Please note these are example rotas (subject to change) and actual rotas will be provided to successful candidates.

### Option 1- Working 8 out of 8 Weekend

		12-F														
		Monday		Tuesday		Wednesday		Thursday		Friday		Saturday		Sunday		
		Start	End	Start	End	Start	End	Start	End	Start	End	Start	End	Start	End	Total Hrs
1												09:00	15:00	09:00	15:00	12.00
2												16:00	22:00	16:00	22:00	12.00
3												16:00	22:00	16:00	22:00	12.00
4												09:00	15:00	09:00	15:00	12.00
5												09:00	15:00	09:00	15:00	12.00
6												16:00	22:00	16:00	22:00	12.00
7												09:00	15:00	09:00	15:00	12.00
8												09:00	15:00	09:00	15:00	12.00
																96.00

Option 2 – Working 6 out of 8 weekends. You will work an average of 12 hours per week over an eight week period

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

# Recruitment Process

- The closing date for submitting applications is **midnight on Wednesday 14<sup>th</sup> December 2022**, candidates are encouraged to submit their applications for shortlisting as soon as possible.
- Applications must be submitted using our recruitment system – Jobtrain. Candidates submitted via Recruitment Agencies will not be considered for this post.
- **Application Shortlisting** – applications forms received are reviewed and those meeting the role requirements will be invited to a competency-based interview.
- **Interview / Assessment** – Our competency-based interviews have a focus on NHS 24 values and the candidate's technical expertise. The interview may also include a role specific test or a presentation topic. Interviews will be held online via Microsoft Teams.
- For any queries in relation to the recruitment process, please contact [recruitment24@nhs24.scot.nhs.uk](mailto:recruitment24@nhs24.scot.nhs.uk)

## Predicted Recruitment Timeline

Advert closing date	Wednesday 14 <sup>th</sup> December
Shortlisting finalised by hiring manager(s)	16 <sup>th</sup> December
Interviews	Commencing from 16 <sup>th</sup> December
Potential start dates	Induction Dates will start in the New Year*
Training schedule	5 days training is provided

\*Start dates will be dependent on all pre-employment checks being completed and availability on our induction training programme. The above timelines are subject to change.

# Job Description

<b>Job Title:</b>	Call Operator
<b>Reporting to:</b>	Team Manager
<b>Department:</b>	Service
<b>Location:</b>	Delivery
<b>Job Family – Sub Family</b>	NHS 24 Regional Centres
<b>Job Reference Number:</b>	Administrative Services – NHS 24 Call Handler NHS240005

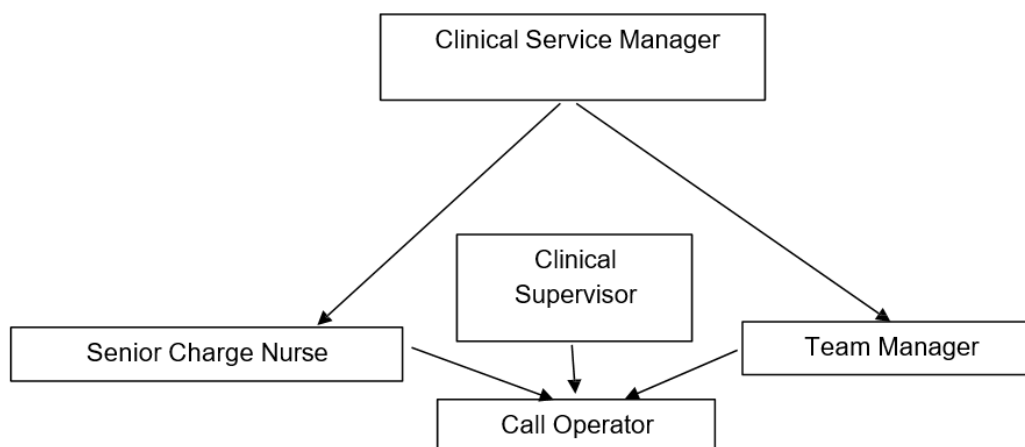
## 1. JOB PURPOSE

To undertake a varied range of administrative tasks to support the smooth transition of patient data within the 111 service and between NHS 24 and Partner Health Boards.

To adhere to operational processes to aid monitoring and auditing of data to help deliver the most effective, efficient, safe, and timely patient journey.

To undertake some inbound and outbound calling whilst following step by step clinically approved and agreed protocols, under the appropriate levels of supervision.

## 2. ORGANISATIONAL POSITION



### 3. SCOPE AND RANGE

NHS 24 is a national service with 6 regional contact centres (East, Cardonald, Clyde, Lumina, Lightyear & North). Each of these contact centres deals with patient calls from any part of Scotland. Occasionally calls are received from out with Scotland.

The post holder is an integral part of the front-line services team consisting of Clinical Services Manager (CSM), Senior Charge Nurse(s), Team Manager(s), Clinical Supervisor(s) Nurse Practitioner(s), Call handler(s) & Health Information Advisor(s).

Working as part of this team Call Operators play a vital role in ensuring the delivery of a clinically safe and effective services to the people of Scotland, by working under the guidance and supervision of a Team Manager / Clinical Supervisor or Senior Charge Nurse and following identified detailed operational processes.

### 4. MAIN DUTIES/ RESPONSIBILITIES

- To follow detailed operational processes always ensuring 100% adherence
- A requirement to navigate around the Patient Management system, understand the implications of non-adherence to process within specific timescales and the negative impact this can have on the overall patient experience.
- Receive inbound calls and undertake outbound calls to a clearly defined group of patients, following scripted protocols under direct supervision
- Monitor and audit specific functions within the Patient Management system and escalate any patients who are identified as being out-with process
- Identify suitable patients, as per agreed criteria and transfer their data to partner health boards.
- Monitor the sending and receiving of patient information via the Message Monitoring function and escalate any instances of delay or non-receipt
- To take responsibility for maintaining personal knowledge of processes especially following updates. Seek assistance or clarification if required.
- Undertake general administrative duties as and when instructed

### 5. SYSTEMS AND EQUIPMENT

- The post holder is required to be competent in the navigation of the patient management system and the telephony system.
- To competently utilise all applications required to support range of patient services (following appropriate training)
- Good keyboard skills with a high degree of accuracy are essential.

### 6. DECISIONS AND JUDGEMENTS

- Ensure full adherence to process/protocols at all times
- Recognise the importance of all tasks undertaken and the potential link, (direct or indirect) to patient safety.

- Escalate any issues or concerns immediately especially if unsure regarding the correct action to take.
- Highlight any barriers which prevent the Call Operator tasks from being completed, as instructed.

## 7. COMMUNICATIONS AND RELATIONSHIPS

- Working within a multi-disciplinary team, the post holder will develop good working relations with all NHS 24 employees
- Ability to work as part of an effective and efficient team
- The post holder is required to use good communication skills, to speak with callers whilst following scripted process / protocol to ensure that the appropriate outcome is reached.
- The post holder requires to employ listening skills when appropriate, whilst having empathy and understanding.
- The post holder is required to use good communication skills to respond to callers who may be anxious or worried about their health and alert their supervisor to ensure the Call Operator and the caller receives additional support as and when required.

### Internal Communications

- Associate Directors of Operations and Nursing,
- Heads of Clinical Service & Snr Management Team
- CSM & Clinical Leads,
- Snr Charge Nurses / Clinical Supervisors
- Nurse Practitioners
- Team Managers
- Call Handlers
- Human Resources
- Training Team,
- IT Department.
- Service Support.

### External Communications

- NHS community
- General public
- Partner Health Boards and Agencies.

**8. PHYSICAL DEMANDS OF THE JOB****Physical Effort**

- Is required to sit in a restricted position at a workstation for the majority of their shift.
- At times, may be required to wear a telephone headset for the majority of their shift.
- Undertake a variety of tasks across a shift to help cover for colleagues on break.

**Mental Effort**

- The post holder is required to undertake periods of intense concentration whilst listening to the caller and utilising keyboard skills to complete data entry.
- Complete spreadsheets and regularly compare data between the Patient Management System and the spreadsheet.

**Working Conditions**

- The post holder may spend the majority of their shift in front of a computer.

**9. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**

- Adhering to guidance, processes and scripting at all times.
- Using appropriate questioning skills to extract accurate information from patients/ carers who may not impart clear concise information or have communication difficulties.
- During periods of high call demand, Call Operators can expect to monitor a higher volume of calls. .
- Candidates may deal with callers who may be aggressive and/or abusive, especially during busy times when the caller has had an extended wait.
- At peak times throughout the year, the volume of patient data to be audited / send to partners will significantly increase. At such times an amendment to existing processes may be required.

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

The post holder:

- Will be expected to be educated to Standard Grade level.
- Will be expected to have good communication skills and be computer literate
- Will be expected to have good basic keyboarding skills.
- Will be expected to be polite and professional at all times, especially when speaking with members of the public.
- Experience working with the public is desirable.
- Have the ability to work well under pressure,
- Previous customer service experience (call centre, retail or in an administrative capacity) is desirable.
- Have ability to engage in learning and development as appropriate to role.