

**JOB DESCRIPTION**

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| 1. JOB IDENTIFICATION |
| Job Title: URGENT CARE MH ADMINISTRATOR / DISPATCHER  **Responsible to: ADMINISTRATION SERVICE MANAGER – MENTAL HEALTH**  **Department(s): MENTAL HEALTH/LEARNING DISABILITY ADMINISTRATION**  **SERVICE**  **Band: BAND 3**  **Directorate: COMPLEX AND CRITICAL CARE SERVICE**  **Operating Division: FIFE HSCP**  **Job Reference:**  **No of Job Holders:**  **Last Update: JUNE 2021** |

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| 2. JOB PURPOSE |
| The administrator / dispatcher receives calls from UCSF and Professional-to-Professional lines (e.g. GP Practices, Police phone line), CMHT out of hours line, records significant information on MORSE / ADASTRA / Trakcare system and dispatching to relevant clinicians taking into account the needs of the patient to ensure patients access appropriate mental health attention within the stipulated time stratifications. The administrator / dispatcher also has oversight of all calls awaiting and actions these appropriately to ensure timely response.  This role acts as a point of contact for mental health services 24 hours a day.  Co-ordinating transport for patients and staff in consultation with UCAT  Special Features  Agreed four-week rolling rotas will be provided. To ensure continuity of service, it is expected the post holder will work all and any public holidays (including Christmas Day / Boxing Day / New Years Day) as a normal working day if it lands on one of their rota days. |

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| 3. DIMENSIONS |
| UCAT is responsible for providing unscheduled mental health responses for Fife patients 24/7 and cover a population of 375,000.  This role sits within a multi disciplinary team of mental health professionals |
| 4. ORGANISATION STRUCTURE |
| **Administration Services Manager**  **Senior Charge Nurse/**  **Unscheduled Care Team**  **Clinical Support Supervisor**  **(Mental Health)**  **Urgent Care MH administrator/dispatcher**  u |

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| 5. ROLE OF DEPARTMENT |
| The Unscheduled Care Team provide high quality integrated urgent care to the population of Fife in a 24 of hours period. The service has a control centre operating from one base in Fife (Whyteman’s Brae Hospital, Kirkcaldy).  Urgent Care is provided by a multidisciplinary team of healthcare professionals over 24 hour cover, over all weekends and public holidays. Contact is through UCSF (Urgent Care Services Fife) and where appropriate directly to UCAT (Unscheduled Care and Assessment Team) (professional to professional).  The service has a central support office for daily operational delivery, administration support and rota management. The aim of Urgent Care Services Fife is to:   * Provide an urgent safe and effective healthcare service for users * Be person-centred whilst working in partnership with patients and the public * To build upon existing models of care, partnership working, expertise and experience through continuous development and assessment * Committed to protecting the confidentially of patient information |

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| 6. KEY RESULT AREAS |
| * Any Adhoc duties/instruction, as directed by the Senior Charge Nurse/Unscheduled Care Team/Admin Manager to meet the demands of the service. * Ensure all clinicians and clerical staff are present at base at the start of each shift and leave on visits within a reasonable timescale. Arrange cover for any absences as promptly as possible. If cover is not available, in discussion with the on-call manager, re-arrange existing staff to provide the most appropriate cover, often at short notice. * Ensure that the UCAT Service Manager / on call manager is informed of any incidents of concern which occur during the shift and receive authorisation for any abnormal activity. * Ensure UCSF are aware of any operational problems being experienced by UCAT. Take into account any information received from UCSF regarding operation situations which may affect the service, as well as taking into account any increase in demand which may impact on the recommended consultation time. * Receiving calls via Professional-to-Professional lines (i.e. A & E Department, Police Scotland, GP Practices, Scottish Ambulance Service) * Recording significant information on the ADASTRA, Trakcare and MORSE systems. * Co-ordinating calls to relevant clinicians for Triage * Recording, maintaining and updating patient records and call logs * Arranging patient transport, if appropriate * Arranging staff transport, if appropriate, across sites * Deal with any transport problems as promptly as possible to ensure the continued efficient running of the service * Liaising with UCSF and other partner organisations * Coordinating patient assessment appointment diary and ensuring timely allocation of appointments * Running daily activity reports * Ensure the continued security of IT system and ensure that all URT computer protocols are adhered to. * Contact UCRT out of hours support service in order to rectify any system issues as soon as possible. While the problem persists, make alternative arrangements to pass the patient contact information to the appropriate clinician. * Accurately record appropriate data using the Adastra call management database. * Enter Patient Alerts on the Adastra, MORSE, Trakcare database so that this information is available to medical staff and UCSF as promptly as possible. * Ensure continuance of patient confidentiality and the secure handling of patient information using the Caldicott principles of data protection. * Enter rotas on SSTS management database. * Ensure effective communication within the team to assist in the effective delivery of the service in meeting the needs of patients. * Maintain knowledge of current UCAT policies, practices and procedures. Ensure current skill levels are maintained and work continuously towards personal development. * Take an active role in training and supporting new and less experienced members of staff |

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| 7a. EQUIPMENT & MACHINERY |
| Telephone / Voice Mail / Mobile Phones  Personal Computers  Computer Systems – Word / Excel / Access Database / ADASTRA / TRAK / MORSE / DATIX  Outlook 365 Email System  Intranet / Internet  Printer  Shredder |

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| 7b. SYSTEMS |
| * NHS Fife Policies * Word for Windows used for both written communication, typing protocols, procedures, forms, notices and information to be faxed. * Adastra Call Management system * Electronic Data Storage – CHI Database, Sci Store, Clinical Portal, Shared Drives * TRAK (Patient Administration System) * MORSE * Winscribe * Datix * Near Me |

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| 8. ASSIGNMENT AND REVIEW OF WORK |
| The post holder works without direct supervision. The work is constantly reviewed and assessed by self-evaluation and peer support.  Some work will be routinely delegated by the Service Manager, Lead Nurse and Service Support Manager and may also be generated via the Service Manager and other internal and external stakeholders. Work will also be self-generated with the post holder having to anticipate and solve problems and initiate immediate action on their own initiative or in discussion with colleagues.  Internal: Staff issues, GP practices, self-generated.  External: NHS24, SAS  Objectives will be assigned and reviewed by the Service Manager in accordance with the performance management framework. Line management support is provided by regular Co-ordinator meetings and telephone support. |

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| 9. DECISIONS AND JUDGMENTS |
| * The Senior Charge Nurse or Line Manager is available to advise on more complex matters arising * Autonomous working within the central office, anticipation of and solving problems using own initiative without direct supervision. * Delegation of tasks to Clinicians * Immediate reaction to situations/problems which may affect the smooth running of the service. * Immediate reaction to situations/problems which may affect the clinical safety of the service. * Seek guidance and direction from colleagues/line manager when appropriate. * Independently set priorities within own remit. |

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| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| * To provide an effective & efficient administration / dispatcher role within UCAT to ensure that the service runs smoothly, safely and effectively within the resources available. * Continued concentration and potential disruption within busy central office/ hub * Effective use of mobile units and medical staff to ensure patients receive appropriate medical attention within stipulated dispositions, especially during busy shifts. |

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| 11. COMMUNICATIONS AND RELATIONSHIPS |
| * The post holder will require excellent communication skills with the ability to establish effective working relationships quickly, both internally and externally. Communication may cover clinical and/or operational matters. Facilitate communication between colleagues, proven written, organisational skills are also required. * Main external communications involve UCSF, Social Services, General Practitioners, Adastra, BT, A+E Departments, Hospital ward staff, Pharmacists, Police, Ambulance Service, other clinical staff liaising with URT. |

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| 12. PHYSICAL, MENTAL, EMOTIONAL & ENVIRONMENTAL DEMANDS OF THE JOB |
| **Physical Skills**  🞍 Keyboard skills requiring high degree of accuracy  🞍 IT skills  🞍 Telephone skills  🞍 Customer care skills  **Physical Demands**  🞍 A large proportion of the work is computer based, therefore sitting in a restricted position while carrying out these tasks.  **Mental Demands**  🞍 Constant requirement to concentrate and remain focused on the delivery of patient care especially during stressful periods  🞍 Answering telephone calls from various sources  🞍 Maintain patient confidentiality  🞍 Occasional communicating with patients who may have a barrier to understanding  **Emotional Demands**  🞍 Sensitive support to patient enquiries, particularly in relation to Mental Health  🞍 Exposure to sensitive/disturbing clinical information  🞍 Upsetting nature of Mental Health calls  **Environmental Demands**  🞍 Noise disruption within busy area |

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| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB | | |
|  | **Essential** | **Desirable** |
| **Qualifications** | Min Standard Grade English |  |
| **Experience** | * Experience of working in a healthcare setting. * Working experience of MS Office applications * Skills and competencies normally associated with significant administration / secretarial experience | * Call Handling or Dispatch experience * Experience of dealing with the public or general enquiries * Experience of working within an Out of Hours setting. * Medical Terminology * Experience of ADASTRA * Experience of Trakcare * Experience of MORSE * Experience of Winscribe |
| **Skills, Knowledge& Aptitude** | * Proven planning and organisational skills * Excellent customer care, interpersonal & communication skills. * Ability to work on own initiative and remain calm under constant pressure. * Computer literate |  |
| **Other (e.g team player, ability to travel etc)** | * Ability to work effectively as a team member * Ability to work flexibly within the team. |  |

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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: |

#### *For official use only*

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| **Date Received** | **Date Evaluated** |
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