

**JOB DESCRIPTION**

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| JOB IDENTIFICATION |
|  Job Title: Call Handler - TelecomsResponsible to: Switchboard Team Lead / ManagerDepartment(s): Telecommunications DeptDirectorate: Digital Services Operating Division: NHS LothianJob Reference: 167107No of Job Holders: 8Last Update: 10th Oct 2022 |
| 2. JOB PURPOSE |
| To assist in the provision of a high quality 24/7 365 switchboard service. Handling a variety of incoming and outgoing calls to NHS Lothian, through the centralised Switchboard Service based at Lauriston Building in Edinburgh and St John’s Hospital. This service is delivered in and out of hours.To provide Telephony and Paging services and is the central point for receiving and processing Medical Emergency and various Alarm calls e.g, cardiac arrest calls, trauma calls, fire calls, medical gas alarms and lift entrapments. Following training will assist with Major Incident callouts, but under direct/indirect supervision.Responds to in hours appointment enquiries generated by the Lothian Appointment Text reminder service. Responsible for the consistent delivery of a high standard Telephony service. Operating as the focal point for NHS Lothian and promoting a positive and professional image to our customers. |
| **3. DIMENSIONS** |
| **Finance and Physical resources:** Responsible for careful and safe use of Switchboard, personal computers, printers, office equipment and systems.**Locations:** The postholder is required to work flexibly across Lothian to meet service demand. The Switchboard Service is run from Lauriston Building, Edinburgh & St John’s Hospital, Livingston and service all sites Lothian Wide (approx. 297 sites), including Acute and Community Hospitals, Health & Social Care Partnerships & GP practices.**Users:**  Circa 35,000 + |
| 4. ORGANISATIONAL POSITION  |
| **Telecoms Structure – revised 2022** Telecommunications Service ManagerTelecoms Snr Project ManagerX 1 wteTelecoms Switchboard ManagerX 1 wteTelecoms Department AdministratorX 1 wteAdministrative & Support Technician(Mobiles & Data)X 3 wteTelecoms -Administrative AssistantX 1 wteTelecoms -Snr Support Technician(Installations & systems)X 2 wte Snr Call HandlersX 14 wteSnr Call HandlersX 10 wteTelecoms Operations ManagerX 1 wteCall HandlersX 5 wteCall HandlersX 3 wte**Switchboard Team Leads** **X 2 wte****LAUR****SJH**\*Dotted line indicates low level supervision responsibility for delegation of duties to Call Handlers in absence of Team Leads and in the event of a Major Incident |
| 5. ROLE OF DEPARTMENT |
| The Switchboard is the first line of contact for Patient, Relatives, Visitors, GP enquiries and other organisations as well as handling internal calls from all Acute sites. Using the computer-based switchboard system calls are managed and transferred to the correct locations in a timely and efficient manner. The switchboard also manages the call handling for all Medical Emergency (2222) calls for all of Lothian acute and community hospital sites and monitors and reacts to a range of Estates alarms. In addition to being the first point of contact for a wide range of stakeholders calling NHS Lothian, the department also assists with appointment enquiries generated by the Lothian Appointment Text reminder service and acts as an Out of Hours gateway for people looking to be directed to the relevant department/service for admissions information, in line with General Data Protection Regulation (GDPR), using Trak. And manages the password resets for clinical staff for the major clinical systems. The switchboard is responsible for the consistent delivery of a high standard Telephony service. Operating as the focal point for NHS Lothian and promoting a positive and professional image for its customers.*At times the Switchboard will contribute to project work to enhance and develop the wider Digital service/agenda on both a local and national level.* |
| 6. KEY RESULT AREAS |
| 1. Answering inbound calls in a responsible and courteous manner, monitoring progress, and re-routing appropriately if extension is engaged or not available, offering assistance or advice in accordance with Departmental call answering standards.
2. As 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.
3. Undertaking outbound calling for NHS Lothian staff when required, applying departmental and audit recording process.
4. To develop and maintain an understanding of the organisation’s functionality including Departments’ working practices and medical terminology in relation to department/hospital structure to ensure accurate connection and assistance to callers is given.
5. Minimise and actively reduce call waiting times for customers, offering Direct Dial telephone numbers or any other relevant information to assist with caller getting to the right place more effectively in future.
6. Responsible for updating main/site telephone directory and on call mobile/bleep/pager numbers. Ensuring these are kept up to date and communicated across NHS Lothian as and when necessary.
7. Maintaining own files/records ensuring all relevant documentation for Medical Emergency Protocols and Major Incidents etc is current and up to date. Tests pager/Bleep systems and equipment.
8. Managing the call handling to all 2222 Medical Emergencies procedures as directed and in accordance with NHS Lothian Policies and Procedures, applying Departmental recording and reporting processes. Passing on relevant information to Resuscitation Officers following the event.
9. Responding to NHS Lothian Estates Alarms including Fire, Persons trapped in Lift, Staff under attack and Security alarms as per the departmet/service specific protocols. Initiating Emergency procedures in accordance with NHS Lothian Policies and Procedures, applying Departmental recording and reporting processes.
10. Update daily On-call Rota information using RotaWatch and other agreed On-Call systems/databases for NHS Lothian, maintaining and updating throughout the day utilising appropriate software as directed.
11. Identify callers requiring immediate emergency response and appropriately referring/transferring them to the relevant emergency service i.e., Scottish Ambulance Service or Police.
12. Assisting in maintaining an emergency call handling function in the event of a major systems failure. In the event of technology malfunction, Call Handlers will follow departmental/service resiliency/business continuity processes with a focus on maintaining the Medical Emergency Call Handling. Contacting the relevant clinical staff and escalating to management as directed by Snr Call Handlers.
13. Act as mentors for new staff following their induction and initial training programme.
14. Working within GDPR protocols and legislative requirements, establishing the nature of the call, identifying the appropriate assistance required from information given and using relevant information
15. Participates in the development, implementation and review of switchboard operational policies
16. Awareness of and adherence to IG/GDPR policy/procedure when dealing with staff and patient sensitive information.
17. Will ensure 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 are applied at all times.
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| 7a. EQUIPMENT AND MACHINERY |
| The following are examples of equipment which will be used when undertaking the role: Desktop computerslaptopsprinters and network peripheralsDesk TelephonesWi-Fi devices Radio Pagers and mobile phonesIP bleep equipmentNormal office equipment**Note:** *This list reflects the types of equipment in use and is not a comprehensive list of what the post holder will be required to use. Old equipment will periodically be replaced, and new equipment introduced as the organisation and technology develops; however, training will be provided on all new equipment and devices.* |
| **7b. SYSTEMS USED** |
| The post holder is required to be competent in the use of the computer-based telephony system and be able to manage the transfer and retrieval of calls internally and to partner organisations. This includes retrieving calls in event of transfer failure and maintaining an emergency call handling function in the event of a major systems failure.**Systems include but are not limited to:*** Computer/PC Based Switchboard Technology
* Pager/Bleep Systems e.g., Ascom, MultiTone, PageOne etc.
* Cisco Jabber, IP softphone application.
* NHS Lothian Internal Directory.
* Internet and Intranet.
* HealthRoster
* Windows operating system.
* Office 365 applications (Excel, Webmail, Teams & Word).

**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. Old systems will periodically be replaced, and new systems introduced as the organisation and technology develops; however, training will be provided on all new systems* |
| 8. ASSIGNMENT AND REVIEW OF WORK |
| **The post-holder -** Will undertake daily tasks within appropriate guidelines. Will work with either direct or indirect supervision but advice and support is available as required. Respond to day-to-day requests from callers using own initiative; extra support from Switchboard Team Lead / Switchboard Manager is available if required (senior call handler available out of hours). Communicate effectively with colleagues in the department across both Lauriston and SJH Switchboards to ensure all relevant information is passed on efficiently and effectively to maintain patient/staff safety.To participate in regular appraisal with their manager and to meet performance standards of the post.  |
| **9. DECISIONS AND JUDGEMENTS** |
| **The post holder will:**Prioritise Medical Emergency (2222) calls safely and effectively in life critical situations.Make decisions within the scope of the role and will escalate to Senior Call Handler or Team Lead as necessary.Be aware of and adhere to IG / GDPR policy and procedure and use own judgement based on this knowledge when dealing with staff and patient sensitive information. |
| 10. 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 caller especially in life threatening situations. Occasionally dealing with emotionally demanding calls e.g., from bereaved relatives, child / adult protection  |
| **11. 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 excellent communication skills, to ensure that the appropriate service is accessed. The post holder must use questioning skills, employing empathy and understanding at all times.The post holder must also be a good listener able to extract the relevant information from the caller during the initial telephone call.**Internal**The post holder must maintain excellent communications with colleagues and staff at all levels including the front-line teams to assist in ensuring the smooth operation of services.**External**The post holder will assist in maintaining good relationships with the NHS community, public and partner agencies. |
| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| **Physical Skills:**The Call handler requires advanced keyboard skills, and the ability to input real-time accurate data whilst listening and communicating with the caller, using audio and typing skills.**Physical Demands:**Sitting in a restricted position as 95% of work is computer based. Required to sit at a workstation for the majority of their shift, requiring periods of intense concentration. Required to wear a telephone headset for the majority of their shift.**Mental Demands:**Frequent requirement for concentration subject to continual interruptions to respond to calls/**Emotional Demands:** Occasional dealings with frustrated end-users who demand quicker response than resources and priorities allow.Communicating with distressed/anxious patients/relatives/**Working Conditions:**Continuous use of VDU & headset. Communicating with distressed/anxious patients/relativesWorking within a busy and sometimes noisy office environment. |

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| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| **Experience, Knowledge, and Qualifications**.Educated to SCQF level 6 e.g. SVQ level 2 / standard grade qualification in English or Administration or related subject and be able to demonstrate a sound knowledge of written and spoken English. Computer literate and have strong keyboard skills. International Computer Diving licence (ICDL), or equivalent computer training experience.Advanced keyboard skills.Excellent listening and verbal skills with a calm, empathetic and confident manner.Time management skills.Be a good team player but also able to work with indirect supervision and exercise initiative.Excellent customer service skills.Completion of in-house induction (1 week). |

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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: |