**NHS Greater Glasgow and Clyde**

**Band 2**

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| 1. **JOB IDENTIFICATION**   **Job Title: Call Handler**  **Responsible to: Snr Operational Support Manager**  **Department: District Nursing Single Point of Access/Treatment Room Service**  **Directorate: Renfrewshire** |
| **2. JOB PURPOSE** |
| The post holder provides comprehensive call handling support to Renfrewshire HSCP’s District Nursing Service Single Point Of Access (SPoA). Call handlers will be the first point of contact for referrals and enquiries to district nursing service, treatment room and phlebotomy services. Call Handlers will be responsible for updating patient information systems in accordance with call information and outcomes; making appointments, support the escalation of complex calls or referrals for clinical advice and support a range of service initiatives which involve inbound or outbound call handling under scripting advice and supervision.  In carrying out theses duties the call handler will be expected to respond promptly and courteously to all calls and electronic requests and operate to a high standard of customer service. |
| **3. ROLE OF DEPARTMENT** |
| Clinical services which operate within Partnerships have the support of a range of administrative and clerical staff. Renfrewshire Health and Social Care Partnership Community Administration staff provide administrative, business, clerical and reception support to a wide range of clinical services and the general public within our Community Clinics, at a variety of locations across Renfrewshire. |
| **4. ORGANISATIONAL POSITION** |
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| **5. SCOPE AND RANGE** |
| The Single Point of Access (SPoA) provides a referral and call management service to district nursing services/treatment rooms across Renfrewshire.  Based in one location, the service supports staff across approximately 5 bases within Renfrewshire between the hours of 8am – 8pm, 7 days per week with shift patterns working across Sunday to Saturday. This post will be based within Renfrew Health & Social Work Centre.  The SPoA is the first point of contact for all telephone calls and referrals (including electronic) into district nursing and treatment rooms, bringing staff into contact with a range of individuals, from health and social care professionals to patients and their carers/families.  A busy call centre environment responsible for answering all calls, ensuring that all referrals are input into the electronic patient information system, the onward transmission of referrals and/or messages and triage of patients as appropriate. |
| **6. MAIN TASKS, DUTIES AND RESPONSIBILITIES** |
| * Operate a telephone and electronic system answering inbound and outbound calls for the District Nursing service and treatment rooms following script guidance and standard operating procedures. * Respond to all calls following the appropriate procedure, record all details. * Seek support from triage nurse or duty manager when necessary following standard operating procedures. * Respond to requests from a range of health/social care workers and members of the public in relation to district nursing / treatment room service.      * Monitor electronic referral system following standard operating procedures. * Operate email system, forwarding referrals and information to the appropriate team, following standard operating procedures. * Update when required patient information and make appointments.      * Record outcome of all calls.      * Undertake training as required to ensure skills are maintained and updated. * Assist in training process for new members of staff in conjunction with supervisor or duty manager. |
| **7a. EQUIPMENT AND MACHINERY** |
| * Single Point of Access telephony equipment * Computer system using multiple screens |
| **7b. SYSTEMS** |
| * Single Point of Access telephony system (Avaya) * Electronic patient information systems including EMIS/Clinical Portal/CNIS etc * Microsoft package including Outlook/Excel/Word * SCI Gateway * Required to follow relevant Board and Partnership Policies and Procedures. |
| **8. DECISIONS AND JUDGEMENTS** |
| * Operators are required to use their own initiative when dealing with initial calls ensuring they adhere to Standard Operating Procedures. * Escalate to clinical support or advice. * The post-holder will be required to set KRA’s and objectives in accordance with NHS GG&C policy and that they will have regular reviews on their achievements of these with their line manager or supervisor. |
| **9. COMMUNICATIONS AND RELATIONSHIPS** |
| The post-holder will work with a wide range of individuals including:   * Dealing with multiple agencies including health/social care and the general public. * Gathering sufficient information using good communication skills to ensure that the appropriate outcome can be determined. * The post holder requires to employ listening and questioning skills, whilst having empathy and understanding where appropriate. * The post holder requires a great deal of empathy when handling distressed and emotionally challenged callers such as anxious relatives and friends. * The post holder has to have tact and diplomacy when handling callers whose first language is not English, sometimes in emotionally challenging circumstances or when speaking to callers under the influence of substances such as drugs or alcohol. * Dealing with irate callers requires diplomacy and tact to diffuse the situation and skilful questioning to achieve the correct outcome of the call. * All operators are required to communicate with and develop good working relationships with a range of health and social care staff and referrers. |
| **10. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| * Required to sit at a work station for the majority of their shift, requiring periods of intense concentration. * Required to wear a telephone headset for the majority of their shift. * Required to listen to the caller whilst utilising keyboard skills to complete data entry. * Continuous VDU use. * Requires a great deal of empathy when dealing with emotionally challenging telephone callers such as distressed patients or carers. * Concentration while processing calls and dealing with enquiries, extremely challenging when busy. * Maintaining concentration and state of alertness when call traffic is at a maximum. * Speed and accuracy when accessing and recording in systems. * Responding to callers whose first language is not English. |
| **11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB** |
| * Extracting accurate information from callers who may not provide clear information or have communication difficulties. * Maintaining a calm and professional approach when dealing with calls or working under pressure. * Maintaining a calm and professional approach when dealing with distressed patients or callers whose first language is not English. * Responding appropriately and prioritising workload to meet service needs and demands. * Concentration while processing phone calls and dealing with enquiries, extremely challenging when busy. * Maintaining concentration and state of alertness when call traffic is at a maximum on certain shifts. |
| **12, KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB** |
| It is essential that the post holder gain a thorough knowledge and understanding of the department policies and procedures that affect day to day duties.   * Good communication skills * Computer literate and have good keyboard skills * Ability to work well under pressure * Previous experience of call centre or similar work desirable * Customer care focussed and good telephone skills, helpful and pleasant manner * Excellent team working skills   The post-holder must be reliable and flexible to meet the needs and demands of the service.  The post holder is expected at all times to practice competencies that demonstrate insight, understanding and mutual respect of patients, their families, carers and work colleagues. Whether in a clinical or non clinical role the post holder is expected at all times to be an exemplar of person centred care, embracing their Code of Conduct to a high standard as part of an integrated health professional team. |