

**JOB DESCRIPTION**

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| 1. JOB IDENTIFICATION |
| **Job Title: DISPATCHER**  **Responsible to: UCSF SERVICE SUPPORT MANAGER**  **Department(s): URGENT CARE SERVICES FIFE**  **Directorate: WEST DIVISION**  **Operating Division: PRIMARY & PREVENTATIVE CARE SERVICES**  **Job Reference:**  **No of Job Holders:**  **Last Update: DECEMBER 2023** |

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| 2. JOB PURPOSE |
| The Dispatcher receives calls from NHS24 and Professional-to-Professional lines (e.g. Scottish Ambulance Service, Palliative Care Line, GP Practices, District Nursing Teams, Care Homes), records significant information on the Adastra system and dispatching to relevant clinicians taking into account the needs of the patient and location of available medical staff to ensure patients access appropriate medical attention within the stipulated time stratifications. The Dispatcher also has oversight of all calls awaiting triage and actions these appropriately to ensure timely response.  Dispatchers will provide essential support in line with the transformation of Urgent Care Service Fife hub, to ensure resilience and sustainability as the service progresses through implementation plans for Urgent Care redesign.  Dispatchers also provide a vital link with driver services.  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 |
| Urgent Care Services Fife is responsible for providing out of hours urgent primary care to approx 375,000 patients across Fife and Kinross. |
| 4. ORGANISATION STRUCTURE |
| Divisional General Manager  Head of Nursing  Clinical Services Manager  Service Manager  Lead Nurse  Service Support Managers  Admin Asst  Dispatcher  Receptionist  Call Handler  UCPs  Office Asst  HCSWs  Senior Dispatchers |

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| 5. ROLE OF DEPARTMENT |
| Urgent Care Services Fife provide high quality integrated urgent care to the population of Fife & Kinross in the out of hours period. The service has a control centre operating a network of three Urgent Care Centres across Fife. The service aims to ensure that members of the public are directed to the appropriate level and location of care during the out of hour’s period.  Urgent Care is provided by a multidisciplinary team of healthcare professionals covering 118 hours of Out of Hours care, 7 days per week. Contact is through NHS24 and where appropriate directly to UCSF (professional to professional), also operate and support 24/7 Palliative Care Line for the patients of Fife.  The service has a hub for daily operational delivery, administration support and rota management. The aim of Urgent Care Services Fife is to:   * provide a safe and effective healthcare service in the out of hours period. * 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 |
| * Ensure all doctors, drivers and clerical staffs are present at each 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 UCSF Management Team / On Call Manager is informed of any incidents of concern which occur during the shift and receive authorisation for any abnormal activity. * Ensure NHS24 are aware of any operational problems being experienced by UCSF. Take into account any information received from NHS24 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., Scottish Ambulance Service, Palliative Care Line, GP Practices, District Nursing Teams, Care Homes) * Recording significant information on the Adastra system * Dispatching calls to relevant clinicians for Triage * Recording, maintaining and updating patient records and call logs * Arranging patient transport to Urgent Care Service if appropriate * Deal with any transport problems as promptly as possible to ensure the continued efficient running of the service * Liaising with NHS24 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 UCSF computer protocols are adhered to. * Contact Adastra 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 doctor. * Accurately record appropriate data using the Adastra call management database. * Enter patient warning notices on the Adastra database so that this information is available to medical staff and NHS24 as promptly as possible. * Ensure continuance of patient confidentiality and the secure handling of patient information using the Caldicott principles of data protection. * Enter clinician and urgent care practitioner rotas on the Adastra call 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 UCSF 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   Palliative Care Line:   * Receive calls via Palliative Care Line * Check patient demographics and up to date contact telephone numbers * Input important summary information * Contact District Nursing Service * Email District Nursing Service with referral notes * Update Palliative Care Line tracking sheet, data and report * Adastra input |

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| 7a. EQUIPMENT & MACHINERY |
| Telephone / Voice Mail / Mobile Phones  Personal Computers  Computer Systems – Word / Excel / Access Database / Adastra  Outlook 365 Email System  Blink / Internet  Toughbooks / Laptops  Printer and Fax Machines  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 |

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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 Dispatcher meetings and telephone support. |

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| 9. DECISIONS AND JUDGMENTS |
| * Autonomous working within the central office, anticipation of and solving problems using own initiative without direct supervision. * 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 Dispatch role within UCSF 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 NHS24, Social Services, General Practitioners, Adastra, BT, A+E Departments, Hospital ward staff, Pharmacists, Police, Ambulance Service, other clinical staff liaising with UCSF. * Main internal communications will involve UCSF staff (clinical and administrative), District Nurses, Community Nurses and the Primary Care Department. |

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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  🞍 Always bearing in mind patient confidentiality  **Emotional Demands**  🞍 Sensitive support to patient enquiries, particularly in relation to the Palliative Care Line  🞍 Exposure to sensitive/disturbing clinical information  🞍 Upsetting nature of Palliative Care Line calls  🞍 Diffuse difficult situations with doctors, remaining tactful at all times  **Environmental Demands**  🞍 Noise disruption within busy area |

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| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB | | |
| Mandatory Induction Standards and Code of Conduct for Healthcare Support Workers – NHS Circular CEL(2010)23  Your performance must comply with the “Mandatory Inductions Standards for Health Care Support Workers in Scotland” 2009; and with the Code of Conduct for Health Care Support Workers, both as amended from time to time, which will be issued with your contract (further copies can be obtained from Human Resources). Failure to adhere to the Standards or to comply with the code may result in poor performance measures or disciplinary action and could lead to dismissal; or if you are self-employed, such failure will be deemed to be a breach of an essential term of your contract, allowing us to terminate with or without notice. | | |
|  | **Essential** | **Desirable** |
| **Qualifications** | * Min Standard Grade English |  |
| **Experience** | * Experience of working in a healthcare setting. * Working experience of MS Office applications | * 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 |
| **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. * Ability to cover all shifts which includes the overnight period to meet service needs and demands. |  |

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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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