NHS TAYSIDE – AGENDA FOR CHANGE

JOB DESCRIPTION

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| **1. JOB IDENTIFICATION** | Job Title | Dispatcher |
| Department/Location | Out of Hours, Kings Cross Hospital, Dundee |
| Number of job holders | 9 |

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| JOB PURPOSEThe Dispatcher is the first point of contact for stakeholders within Tayside for the Out of Hours Service during the out of hours period. The Dispatcher is responsible for allocating calls to the most appropriate member of the Out of Hours team, taking into account the needs of the patient, the location and the availability of clinical staff to ensure patients access appropriate medical attention within the stipulated time constraint. |

**3. ORGANISATIONAL POSITION**

**In separate document.**

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| 3. SCOPE AND RANGEThe service is responsible for providing general clinical services to 409,000 patients in Tayside. The Dispatcher is the first point of contact for Tayside,  |

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| 4. MAIN DUTIES/RESPONSIBILITIESBe responsible for taking appropriate level decisions to maintain the efficient operation of the service with appropriate support from base GP/Team Leader/Duty Manager.In the absence of the Team Leader arrange cover for any absences as promptly as possible. If cover is not available, re-arrange existing staff to provide the most appropriate cover.Dispatch calls to the most appropriate PCEC, MIU, and appropriate professional or mobile unit within the specified timeframe, taking into account previous call and geographical knowledge and accurate positioning of the other mobile units. If a timeframe is unlikely to be met, arrange for a doctor to re-triage the call to ensure the patient receives the most appropriate response.1. Deal with any transport problems as promptly as possible to ensure the continued efficient running of the service.
2. Keep an accurate fault report log and liaise with NHS24, MIUs, PCECs and British Telecom when failures occur.
3. Maintain knowledge of current Service/NHS policies, practices, protocols and procedures, ensuring current skill levels are maintained and work continuously towards personal development.
4. Advise and assist staff completing triage discrepancy forms. While working under extreme pressure be able to problem solve, multi-task, make quick decisions remaining calm at all times even despite frequent interruptions.
5. Ordering of ambulances and taxis for patients when appropriate, within guidelines, ensuring audit trails are kept.
6. Ensure effective communication within the team to assist in the effective delivery of the service in meeting the needs of patients.
7. Ensure NHS 24 are aware of any operational problems being experienced by the Hub. Take into account any information received from NHS 24 regarding their own operational situations, which may affect the service, as well as assessing any increase in demand which may impact on the recommended consultation time.
8. Ensure the Team Leader is informed of any incidents of concern, which occur during the shift and receive authorisation for any actions that are out with the post holders remit. Ensure the safe clinical levels during shifts reporting any concerns.
9. Accessing and rebooting computer system when required.
10. Assist in training of new/relief Dispatchers.
11. Any other duties as and when required.
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| 5. COMMUNICATIONS AND RELATIONSHIPSThe post holder will require excellent written and verbal communication skills with the ability to establish effective working relationships quickly. Communication may cover clinical and/or operational matters using facilitation, negotiation, persuasion and empathy skills between colleagues. Main internal communications involve:PCEC staff, GPs, District Nurses, CPNs, Community Midwives, Public Health, Dental Practitioners.Main external communications involve:NHS24, Social Services, Scottish Ambulance Service, Police, Social Work, Community Pharmacists, Hospital Personnel, Patients and their relatives/friends. |

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| 6. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOBExperienceEssential* Experience of working within a healthcare setting

Desirable* Experience of dealing with public or general enquiries

Skills, Knowledge & Aptitude**Essential*** Proven planning and organisational skills.
* Computer literate
* Excellent customer care, interpersonal & communication skills
* Geographical knowledge of Tayside and surrounding area via map reading and Multimap internet programme
* On a daily basis, providing and receiving complex, highly confidential and sensitive information
* Negotiation skills when dealing with difficult situations.

Other **Essential*** Ability to work effectively as a team player
* Ability to work flexibly within the team
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| 7. SYSTEMS AND EQUIPMENTEquipment – Computers, telephone system, fax machines, photocopier, answer machine, mobile phones and paper shredder.Systems / Processes - Computer packages e.g. word, excel, internet and intranet, telephone system, Mulitmap and Streetmap access through the internet and Adastra.Knowledge of Service Delivery Plans for OOH, Contingency Plans, NHS24 Guidelines, NHS 24 Processes and Protocols. |

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| 8. PHYSICAL DEMANDS OF THE JOBPhysical Skills* Keyboard skills requiring high degree of accuracy
* Working to shifts throughout a 24 hour period
* Telephone and customer care skills

Physical Demands* Sustained long periods of time in front of computer screens and keyboard.
* Due to shift patterns, breaks are not always available.

Mental Demands* Constant requirement to concentrate and remain focused on the delivery of patient care, making on the spot decisions and prioritising demands at peak times.
* Answering telephone calls from various sources.
* Being mindful of patient confidentiality.

Emotional Demands* Dealing with rude, difficult and offensive behaviour.
* Exposed to clinically sensitive and disturbing information.
* Sensitivity when telephoning patients.

Environmental Demands * Extremes of temperature in the working environment.
* Working for periods in isolation.
* Noise pollution.

**Responsibility for Records Management**All records created in the course of the business of NHS Tayside are corporate records and are public records under the terms of the Public Records (Scotland) Act 2011. This includes email messages and other electronic records. It is your responsibility to ensure that you keep appropriate records of your work in NHS Tayside and manage those records in keeping with the NHS Tayside Records Management Policy and with any guidance produced by NHS Tayside specific to your employment. |

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| 9. DECISIONS AND JUDGEMENTSThe post holder takes a lead role with the shift when Team Leader is not present. The dispatcher is responsible to the Team Leader then to Operations Manager, then the Service Manager, who are always available by telephone. The work is constantly reviewed and assessed.Some work will be routinely delegated by the Team Leader, Operations Manager then the Service Manager. Work will also be self-generated by the post holder having to anticipate and solve problems and initiate action on their own initiative.Appraisals will be with the Team Leader, where objectives will be assigned and reviewed in accordance with Tayside performance management framework. |

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| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB* Autonomous working within the Hub, anticipation of and solving problems using own initiative without direct supervision.
* Take part in discussions with Receptionists and Drivers re tasks required to be carried out and to agree between Dispatcher/Receptionist and Drivers who will carry out said tasks.
* Allocation of visits/duties to GPs and Drivers.
* 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 with support from Team Leader, Office Manager or Head of Service.
* Independently set priorities within own remit.
* Seek guidance and direction from colleagues/line manager when appropriate.
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| JOB DESCRIPTION AGREEMENT The job description will need to be signed off using the attached sheet by each post holder to whom the job description applies. |

**JOB DESCRIPTION AND ESSENTIAL ADDITIONAL INFORMATION FORM – SIGNATURE OF AGREEMENT**

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| **Post Title** | Dispatcher |
| **Reference Number** |  |

The attached job description and essential additional information will be used as part of the Agenda for Change assimilation exercise and therefore the job matching panel may wish to seek further clarification on any issues contained within the documents. **Should this be necessary please identify an appropriate Manager and Postholder representative who can be contacted to provide this clarification. (This may be one of the undernoted postholders or a staff side representative who has been involved in agreeing the job description)**

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| **Responsible Manager** |  |
| **Contact No.** |  |
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| **Postholder Representative** |  |
| **Contact No.** |  |

I/we the undersigned agree the attached document is an accurate reflection of the requirements of the post. The essential additional information provides accurate information of additional job related factors.

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| Signed :- (Manager) |  |

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| Staff Members: |  |  |
| PAY NUMBER | NAME(BLOCK CAPITALS PLEASE) | SIGNED | POST NO.(office use only) |
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