



SCOTTISH AMBULANCE SERVICE

REF: MLPR409

JOB DESCRIPTION

1. Job Details

Job Title: **Scheduled Care Co-ordinator**
Directorate: **Operations**
Reports to: **Scheduled Care Co-ordination Supervisor**

2. Job Purpose

To provide an efficient and cost effective, Scheduled Care transport service to meet the needs of both patient and users. This will typically include;

- High quality customer care;
- Constructive liaison with internal colleagues and third parties, including directly with patients and relatives;
- Allocation/De-allocation of assigned duties to operational staff;
- Applying a flexible approach to undertaking any aspects of the job role as required to meet operational needs and delivery of customer service standards;
- Ensure compliance with all HEI standards.

3. Dimensions

Each Regional Centre covers geographical areas capturing all hospitals/clinics/treatment centres. Receives and records requests from ordering authorities and direct patient booking for transport, using appropriate vehicle resource.

The post holders provide a Scheduled Care planning and day control service within this area. The post holders will interact with Scheduled Care mobile staff and hospital/treatment centre staff.

There will be regular contact with the Liaison Officer as appropriate, in consultation with the Supervisor.

The post holders will be required to optimise the allocation of available vehicle resources.

The post holders will effectively apply the CLERIC system parameters to assist with advance planning schedules.

4. Organisational Chart

To be added

5. Main Tasks, Duties and Responsibilities

- Operate communications equipment including telephones, fax and radio;
- To operate planning scheduling systems (if trained to do so) to enable a timely, precise schedule for Ambulance Care Assistants/Ambulance Car Drivers;
- To maintain a high quality standard by monitoring and adjusting patient flows to and from clinics allowing timely arrivals for appointments and prompt return after treatment;
- To receive, authenticate and plan Scheduled Care patient journeys;
- Deploy and re-direct, via telephone/radio equipment, vehicle crew staff as necessary, diverting the resources in line with new demand when applicable;
- Upgrade or adjust any schedules as demand dictates;
- Clerical duties including collection, collation and presentation of data;
- Advise appropriate managers of any difficulties which arise whilst on duty;
- To direct ACA's, Scheduled Care Team Leaders and Ambulance Car Service Drivers where and when required;
- To arrange out of area transport requests and prepare costs for invoices;
- Undertake such other reasonable and appropriate duties as may be allocated by the Scheduled Care Co-ordination Supervisor;
- To deal directly with patients and their relatives on a range of issues, ensuring accurate information is provided and high standards of customer care maintained;
- To answer a range of queries from hospital based staff, patients and/or carers.
- To ensure changes in patient transport arrangements are actioned and recorded on CLERIC;
- To pass out daily planned work schedules to appropriate stations and Ambulance Car Service volunteers;
- Ensures that any accidents, near misses or hazards are reported immediately to the Supervisor, using the Health & Safety Accident & Incident Reporting Form, the Vehicle Accident Report Form and/or Datix and RIDDOR as appropriate.

Induction Standards and Code of Conduct

Your performance must comply with the Code of Conduct for Healthcare Support Workers, both as amended from time to time, which are attached (further copies can be obtained on-line at: www.workinginhealth.com/standards/healthcaresupportworkers or from your Human Resources Department). Failure to adhere to the Standards or to comply with the Code may result in the application of poor performance measures or formal disciplinary action which could ultimately lead to dismissal;

Key Result Areas:

- Ensure consistent achievement of all relevant HEAT targets;
- Achieve specified targets/KPI's, including customer care standards and audit compliance;
- Compile, check and prepare ACS monthly claim forms for signatory;
- Monitor stock of consumables within Regional Centre and liaise with Supervisor regarding any shortfalls;
- Prepare a range of invoices for Supervisor to check and approve;
- Update CLERIC system and report any anomalies to Supervisor/Data Administrator;
- Apply Multi-skilling across all functions of the job role e.g. call taking, day control and planning, adopting a flexible approach to allocated duties.

6. Equipment and Machinery

- CLERIC computer system, for Registration, Day Control and Planning facilities.
- Web Browser.
- Service Telephones, Faxes, Printers, Photocopiers.
- Service Radio - Land to Vehicle operation and/or mobile phone.
- Airwave and other cab based technology

7. Systems

- To operate CLERIC planning scheduling systems to enable a timely and precise schedule for Ambulance Care Assistants/Ambulance Car Drivers.

8. Decisions and Judgements

Assignment and review of work is mainly self-generated and requires a high degree of self management. The Scheduled Care Co-ordination Supervisor will review progress on objectives both informally and formally and will provide ongoing supervision.

The post exists within a function which is governed by Standard Operating Procedures and established systems and procedures.

An example of a typical decision the post holder would take would be whether or not they can accept a patient onto the daily schedule, where the request for transport has been an on the day request.

The post holder will be expected to decide on the reallocation of work subject to variations in resource availability.

Applying the Patient Needs Assessment, determine patient suitability for dedicated SAS transport or Signpost patient to alternative transport providers.

9. Communications and Relationships

Patients and their relatives, regarding transport arrangements and/or queries;
Scottish Ambulance Service Personnel at all levels, which would typically include the Supervisor, ASM, Liaison Officer, Road Crews, EMDC colleagues and audit Supervisor;
GP and hospital ordering authorities to receive transport requests;
Other Regional Centres for more efficient work allocation, including cross-boundary issues;
EMDC colleagues regarding transfer of work between tiers;
Hospital Wards and Clinics.

10. Physical, Mental and Emotional Demands of the Job

- Physical skills: keyboard speed and accuracy
- Physical Effort: minor
- Mental Demands: concentration required in busy environment subject to change, e.g. having to reschedule journeys due to staff absence and ensuring appropriate vehicle resource is applied.
- The ability to prioritise a range of tasks to ensure service effectiveness and quality customer care.
- Emotional Demands: Will regularly deal with unhappy patients or patient relatives.

11. Most Challenging/Difficult Parts of the Job

- Providing a high quality transport service to patients and users.
- Achieving targets on timescales, etc.
- Re-scheduling work due to patient delays or resource problems.
- Identifying and allocating appropriate resource for short notice requests.
- Keeping the full skills set updated to enable a fully flexible approach to be applied.

12. Knowledge Training and Experience required to do the Job

Essential:

- Candidates must pass appropriate PP courses for skills/knowledge
- Clear evidence of accuracy and compliance with system protocols and SOP's
- Effective decision making, taking into account regular complexities, such as resource availability
- Ability to analyse and interpret dispatch procedures
- High level compliance with system protocols
- Verbal and written skills are clearly measurable
- Functions well under pressure
- Effective interpersonal and excellent communication skills
- Good attendance/time keeping
- Achieve agreed personal objectives as agreed in e-KSF Personal Development Plan (PDP)
- Typing speed of 33wpm with a 95% accuracy level

Desirable:

- High compliance with system protocols
- Potential to develop sound leadership skills
- Potential to contribute to the development of Regional Centre procedures/systems
- Ability to relate to patient needs
- Functions well as team player
- Willingness to undertake regular personal development

Training:

- CLERIC course (2 days duration)
- Day Control and NES Planning Training (3 days duration, if applicable to location)
- Airwave and other relevant cab based technology
- Customer Care/Service, incorporating telephone skills
- Induction training for new starts

PERSON SPECIFICATION

POST OF:	Scheduled Care Coordinator	DEPARTMENT / AREA:	
ATTRIBUTES	ESSENTIAL	DESIRABLE	
<u>PERSONAL QUALITIES</u>	<ul style="list-style-type: none"> • Evidence of commitment to personal development • Achieves and maintains high standards • Good communication skills both verbal and written with particular emphasis on attention to detail • Understands and has respect for diversity & equality • Demonstrates a confident attitude • Ability to work under pressure and meet deadlines • Awareness of confidentiality 		
<u>PROFESSIONAL QUALIFICATIONS/ ACHIEVEMENTS</u>	<ul style="list-style-type: none"> • Holds an SVQ in clerical administration, EDCL or can demonstrate equivalent (vocational) experience 	<ul style="list-style-type: none"> • Equivalent qualification 	
<u>EXPERIENCE, SKILLS AND APTITUDES</u>	<ul style="list-style-type: none"> • Works effectively with others • Self disciplined and motivated • Committed and flexible • Demonstrates an empathetic attitude with excellent listening skills • Excellent planning and organisational skills • Possess customer care skills • The ability to handle customer enquiries by telephone • Understands and uses relevant information in a systematic way to solve problems • Demonstrates an openness to new organisational structures, procedures and technology • Able to carry out a broad range of administrative duties and is willing to take on additional duties if necessary. • Demonstrates a knowledge of office procedures • Is computer literate with a working knowledge of MS Office Packages and possess excellent keyboard skills • Accurate Keyboard Skills (33 wpm with 95% accuracy) 	<ul style="list-style-type: none"> • Previous experience working in a call centre environment • Awareness of the Service's objectives and of changes within the Scheduled Care Service 	
<u>WORK REQUIREMENTS</u>	<ul style="list-style-type: none"> • Requirement to work shifts • Potential Requirement to work weekends 		
If this job is not suitable for Job Sharing, tick box		<input type="checkbox"/>	
State Reason:		Approved by: HR Date:	