NHS TAYSIDE – AGENDA FOR CHANGE

JOB DESCRIPTION

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| 1. JOB IDENTIFICATION | Job Title | Switchboard Operator |
| Department(s)/Location | Level 8, Ninewells Hospital |
| Number of job holders | 16 |
| JOB PURPOSE To operate a digital telephone switchboard, providing first line communication to members of the general public and NHS Tayside staff ensuring that an efficient and courteous service is being delivered at all times.  Carry out laid down procedures covering: Emergencies, alarm activation, and out of hours on-call staff. | | |
| ORGANISATIONAL POSITION Head of Soft Facilities  Systems & Performance Manager  Switchboard Manager  Switchboard Supervisor  Switchboard Operators | | |
| SCOPE AND RANGE  * Centralised Operator services for 19 networked sites throughout Tayside * Approximately 7,000 extension on network * Call handling in the region of 3,000 to 5,000 calls per normal working day * 1700 Multitone pagers | | |
| 5 MAIN DUTIES/RESPONSIBILITIES Provide Centralised operator services to the following sites: -  Ninewells Hospital, Perth Royal Infirmary, Stracathro Hospital, Dundee Dental Hospital, Kings Cross, Murrray Royal Hospital, Alloway Centre, Carseview Centre, Arbroath Infirmary, Links Health Centre, Royal Victoria Hospital, Wedderburn House, Constitution House, Maryfield Financial Services, Whitehills Hospital.  Implementing the following procedures:   * Operation of switchboard 59R agent consoles * Operation of staff location system * Raising IT Tickets relevant to Switchboard faults * Reporting telephony issues to Maintel (telephony providers) * Using Everbridge Software for Major Incident Call Outs * **Respond to emergency 2222 calls (using Standard Operational Procedures) Emergency teams consist of:** Cardiac Arrests, Trauma Team, Psychiatric Emergencies, Paediatric /Obstetric emergencies, Fire Calls, Bomb threats, requests for 999 calls, ensuring that all calls are recorded and logged appropriately. * **Emergency Tests:** carry out daily testing of emergency teams at specified times throughout the day, ensuring that any queries or problems are dealt with accordingly i.e. check team members ensuring correct bleeps in team, faulty pagers, quality of speech calls etc. * **Alarms:** Centralised alarm reporting, operators are required to follow the written procedures covering each alarm received on alarm system. In the event personnel cannot be contacted, the operator is required to show initiative in finding alternative suitable personnel. Example alarms involved are as follows: Blood bank, boiler, bone freezer, burglar, cold room, fire, generator, temprature alarms, medical gases, panic alarms, baby security, intruder, assisted conception. Ensuring that all alarms received into the department are recorded on appropriate call out sheet. * **Lift emergencies:** on receiving an emergency call where a lift has failed to function, report to estates fault line. In the event of person trapped report direct to lift contractor. Re-establish contact with anyone trapped in lift giving reassurance the emergency is being attended to and help calm any person who is in a panic. If required contact third party and advise that the person is trapped in lift, or connect trapped person to third party. * **Major Incident Alerts:** On receiving the initial call from proper authority, ask the caller for the information required ensuring that it has been recorded accurately before passing the details to A & E for verification. Once call has been verified, the operator will initiate ‘Major Incident’ call out procedure ensuring that accurate details are logged, while prioritising emergency calls and maintaining a level of service to normal daily operations. * **ROTAS:** Write out daily on-call rotas for medical and clinical support services staff, e.g. MLSO, radiographers, etc. ensuring that on-call staff can be located without delay. Photocopy rotas ensuring that there are enough copies for all staff. Amend and update rotas as advised. File on-call rotas in appropriate folders. Photocopying and filing of other information relevant to switchboard.   Ensure that changes to personnel, extension numbers, pagers, personal details are recorded in the update book for daily updates of operator’s directory.  Initiate call-out procedures for maintenance staff; ensuring that correct tradesman is contacted according to the fault reported by staff. I.e. ward staff requiring maintenance work to be carried out, this can be time consuming as staff who are reporting the fault are not always clear as to which trades person may be needed.  Answer front door and greet visitors to the department, deal with any requests, i.e. changing faulty handsets, pagers, rota changes etc.  Deal with call-out for various non networked sites, i.e. Fire, Intruder alarms and also estates staff for cottage hospitals in Tayside and Angus.  Arrange cover for sickness absence outwith normal working hours and weekends in the absence of Switchboard Manager/Supervisor.  Reporting of faults on the telephone system, paging system etc to appropriate service providers in the absence of Switchboard Manager/Switchboard Supervisor.  May be required to comment on policies or participate in audit/research e.g. staff survey.  May be required to demonstrate skills/duties to new staff.    **Induction Standards & Code of Conduct**  Your performance must comply with the national “Mandatory Induction Standards for Healthcare Support Workers 2009” and with the Code of Conduct for Healthcare Support Workers. | | |
| COMMUNICATIONS AND RELATIONSHIPS  * **WITHIN OWN DEPARTMENT**   Switchboard Manager ) **Verbal and written i.e. notes advising of changes to rotas**  Switchboard Supervisor) **call-out procedures, problems encountered when no senior**  Colleagues, passing on information) **staff available. Demonstrate skills and duties to new staff**  **Members.**   * **WITH OTHERS**   Dealing with all departments throughout Tayside, e.g. changes to rotas, reporting alarms, locating staff – Orally and recording any updates and changes.  Reporting and recording any faults reported to third party maintainers i.e. Maintel, Unified Comms, Mitel, Multitone etc. - Orally and record in faults logbook.  Dealing with members of the public requires a great deal of empathy and reassurance when calming distressed persons down during emergency, i.e. persons trapped in lifts, anxious relatives unsure of whereabouts of family members or friends, dealing with suicidal callers etc.  Tact is required when questioning callers to illicit which departments or services callers require, e.g. caller may have a difficulty in passing information due to having a personal or intimate condition.  Callers may have difficulty in communicating with the operator, i.e. English is not always first language this can be frustrating to caller and operator, this requires a great deal of patience, callers maybe under the influence of substances, drink or drugs this requires tact and diplomacy to be used.  Dealing with irate callers in the first instance requires the operator to use tact and diplomacy to diffuse the situation and route the caller to appropriate department without any further distress to the caller or the operator. | | |
| KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB A basic knowledge of telephone operating services.  Good keyboard skills.  A basic understanding of computer technology with the ability to access various computer programmes  The ability to communicate effectively with the general public, and staff at all levels in the organisation.  Experience of working in a busy switchboard environment.  An understanding of the hospital organisation and procedures.  Be able to work under pressure. | | |
| 1. SYSTEMS AND EQUIPMENT   Maintel Telephony Providers  Multitone paging system  Bold Alarm system  Thorngraph Alarm System  Winmag Alarm System  Everbridge Major Incident Software  Photocopier  Personal duty of care is required for own equipment and shared & complex equipment.  **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. | | |
| PHYSICAL DEMANDS OF THE JOB The service is maintained 24/7. Dealing with demanding and distressing calls, while remaining calm and in control of the situation at all times, this can lead to emotional and mental pressures, i.e. dealing over the phone with anxious relatives, suicidal callers, and callers who do not have English as their first language.  Intense concentration required when dealing with emergency calls ensuring that correct and immediate response by right people. (Operators required to cover emergency position a minimum of 1 day per week)  Continuous concentration required throughout the shift to ensure callers are being routed to the correct departments. This can be difficult due to working in a noisy environment.  Standard keyboard skills  Continuous VDU use.  Continuous use of headsets.  Sitting continually in restricted position. | | |
| DECISIONS AND JUDGEMENTS Operators are required to use their own initiative when dealing with initial calls ensuring that callers are being routed to the appropriate departments. This can be difficult when callers are unsure who they want and operators are required to use tact and diplomacy when having to illicit information from the callers and then deciding which department to route the calls to.  Outwith office hours, the postholder is unsupervised, therefore are required to use own initiative depending on the circumstances. | | |
| MOST CHALLENGING/DIFFICULT PARTS OF THE JOB Ensuring that an efficient service is maintained whilst meeting the expectations of the users.  Dealing with distressed callers, e.g. callers requiring medical help, suicidal callers.  Dealing with initial complaints from irate callers.  Working within the procedures laid down by departments. E.g. following laid down emergency and call out procedures.  Dealing with all emergency calls while remaining calm and in control.  Having to use own initiative when no supervisor available.  Working under pressure. | | |
| JOB DESCRIPTION AGREEMENT The job description will need to be signed off using the attached sheet by each postholder to whom the job description applies . | | |