



Unscheduled Care: 20/CH/03 Call Handler

Job Pack
March 2020



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Welcome to NHS 24

Thank you for your interest in this position.

This information pack details information about both NHS 24 and this vacancy. I hope that you find this information useful and it helps inform your decision to apply to come and work with NHS 24.

Now is a great time to be joining NHS 24 as we continue to grow and deliver safe, responsive person centred services to the public of Scotland.

We are proud to employ 1600 staff across our centres in Scotland. As the Director of Workforce, I am committed to ensuring that NHS 24 is a great place to work. Our staff are our greatest asset who deliver high quality safe and effective care to our patients.

I am committed to putting our staff at the centre of everything we do and to working to a common set of values to guide the work we do, the decisions we take and the way we treat each other. Our values are: care and compassion; dignity and respect; openness, honesty and responsibility; and quality and teamwork.

If you would like to be part of our team and feel you have the skills and share our values I would be delighted to hear from you and welcome your application.

David Miller
Director of Workforce, NHS 24



Reference Material

You can find more information about NHS 24 and our services at:

[About NHS 24](#)

[NHS 24 Services](#)

[Key Documentation](#)

Our Organisation

NHS 24 is the national provider of digital and telephone based health and care services for Scotland. We provide people with access to information, care and advice through multiple channels including telephone, web and online.

We work in collaboration with partners, the public and our people to co-design services using technology and a digital first approach to sustainable service development and delivery.

Our Services

As Scotland's national telecare and telehealth organisation, we're at the forefront of pioneering new and innovative ways of working. It might surprise you to know that we're not just a phone service, we increasingly engage with people in Scotland through our websites, social media and webchat.

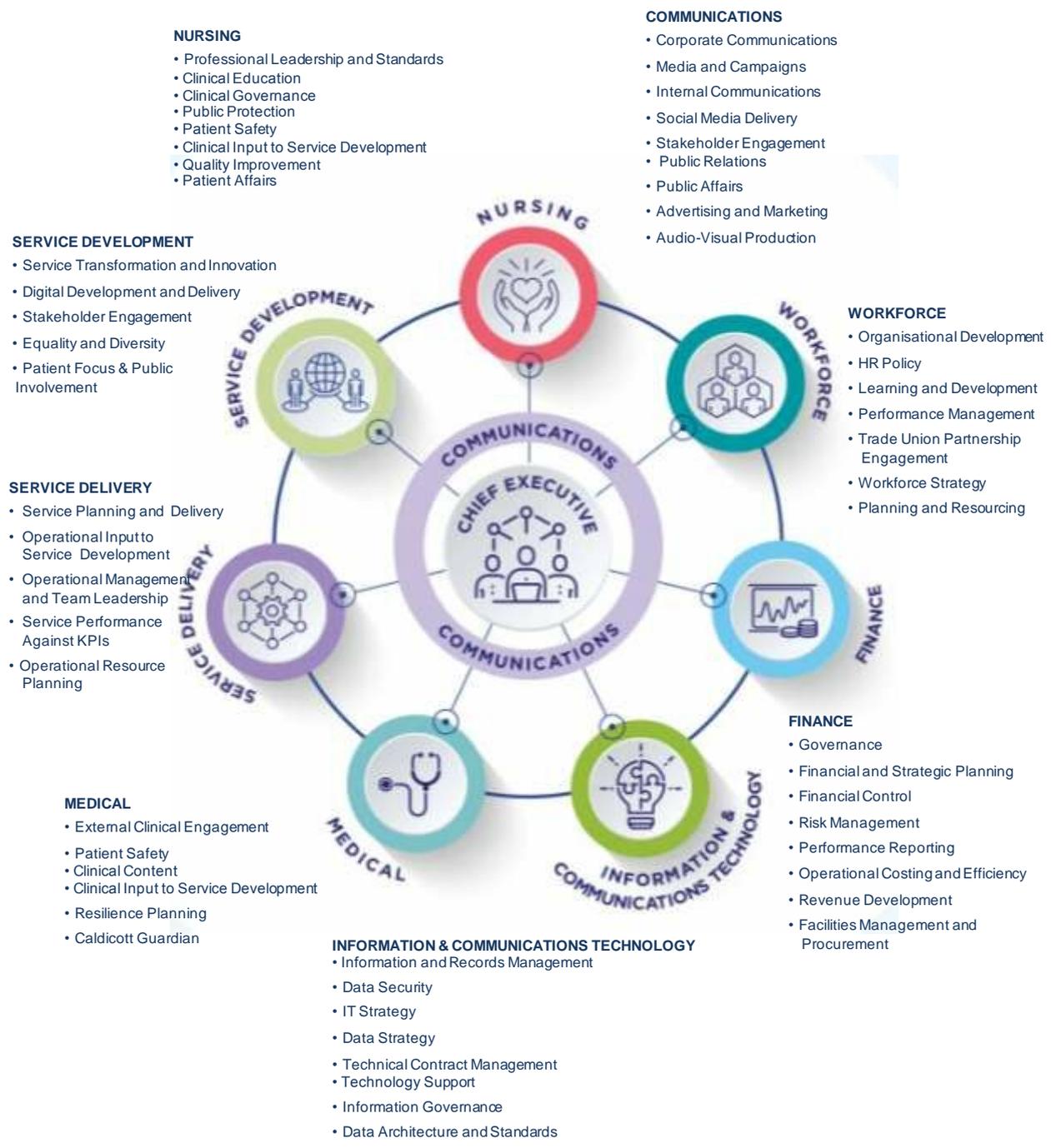
There's no such thing as a typical job at NHS 24. We employ a wide range of clinical and non-clinical staff. From call handlers and nurse practitioners to physiotherapists, the diversity of our workforce reflects the constantly evolving needs of our patients.

As an integral part of the NHS in Scotland, NHS 24 continues to develop, provide, and facilitate an expanding range of multichannel, patient centred, safe and effective telehealth and tele-care services.

For example:

- People across Scotland can call NHS 24 using the free phone number 111. This gives people access to the help and advice they need when it cannot wait until their GP surgery reopens.
- NHS 24 works in close partnership with all Health Boards and the Scottish Ambulance Service to provide essential services to patients in need of urgent advice and care during the out-of-hours period when their GP surgery is closed.
- NHS 24 employs a range of staff across its locations, including clinical and non-clinical staff and essential support services staff.
- NHS 24 provides access to trusted health information and support through a range of different services, including NHS inform, Care Information Scotland, Breathing Space, Living Life and Smokeline. These services are available to the public via a range of delivery channels, including the internet, over the telephone and web chat.
- NHS 24 delivers a national health preparedness campaign on behalf of NHSScotland called 'Be Health-Wise'. The campaign runs across the Easter and Festive periods.

Our Structure



Service Delivery

Service Delivery is the patient-facing directorate of NHS 24 that covers the full range of services offered to Scotland, such as NHS 24 Unscheduled Care Service, Scottish Emergency Dental Service, NHS 24 Health Information Services, Breathing Space and Living Life Services.

NHS 24 has been providing a national Unscheduled Care service since 2004. This service handles approximately 1.5 million calls per annum. During the out-of-hours period, patients who require urgent medical attention are triaged and directed to the most appropriate point of onward care within their own area.

In 2014 we successfully moved to the new free phone telephone number 111, hence why the service is also branded as the 111 Service.

We increasingly operate a multi-disciplinary team approach, involving a range of clinical and non-clinical skills to ensure the public get access to the best health care professional to manage their care efficiently and effectively.

Whilst operating 24hrs a day 7 days a week, the 111 Service is a predominately Out of Hours Service, which means that 90% of calls to the service are received between the hours of 6pm and 8am. Weekends are our busiest time of the week, when 50% of our call demand is received.

A national service available to all in Scotland, the location, age, health concern and content of the calls are wide ranging and no two calls are the same. Working in collaboration with our partner Health Boards, all calls to service are assessed and where appropriate directed to the appropriate health care professional for treatment. This includes calls which are immediately life threatening and require to be transferred to the Scottish Ambulance Service.

Our Centres

There are four NHS 24 Regional Centres, two located in the West, one in the East and one in the North. Staff are recruited to work from the four NHS 24 Regional Centres.

Cardonald Regional Centre

Caledonia House
Fifty Pitches Road
Cardonald Park
Glasgow
G51 4EB



The surrounding area benefits from exceptional public transport links, many of which directly serve Cardonald Park.

Cardonald has a dedicated railway station which is approximately a 10 minutes walk from Caledonia House, providing regular services to Glasgow Central Railway Station, (7 minutes) and Paisley Gilmour Street Station (8 minutes) at 30 minute intervals.

There are numerous bus routes nearby which link Cardonald to Hillington, Braehead and Paisley as well as a number of the services linking direct to Glasgow city centre.

- Braehead Shopping Centre 5 mins
- Glasgow City Centre 8 mins
- Glasgow International Airport 10 mins
- Glasgow's West End 15 mins
- Edinburgh 60 mins

West Regional Centre

5th Floor,
Golden Jubilee National Hospital
Beardmore Street
Clydebank
G81 4HX



The hospital is situated one mile from Clydebank Town Centre on the banks of the River Clyde on Beardmore Street and is part of a complex, which includes the Beardmore Hotel.

The area benefits from public transport via numerous bus routes and train service to Dalmuir. The hospital is in close proximity to the M8.



North Regional Centre

Control Room, Level One
Green Zone, Emergency Care Centre
Foresterhill Road
Aberdeen

AB25 2ZW

The Foresterhill Campus is served by both First Bus and Stagecoach. Routes and times are displayed at the bus stops or at www.stagecoachbus.com or www.firstgroup.com.

NHS 24 is located above the Emergency Department within the green zone of the Emergency Care Centre.

Enter the hospital at the main entrance and follow the signs for the Green Zone, and then towards ward 101.

East Regional Centre

Norseman House
2 Ferrymuir
South Queensferry
EH30 9QZ



Public Transport

- **Rail:** South Queensferry Station (Pre-arranged taxi only)
- **Bus:** No 43, First Edinburgh bus from Waterloo Place.
- **Air:** Edinburgh Airport.

Road Direction from Edinburgh

- Leave Edinburgh on the A8 (follow Glasgow M8 signs)
- Continue on A8 beyond Airport until you reach a roundabout take 4th exit (signed Forth Rd Bridge)
- Branch right at junction onto A90 (signed Forth Rd Bridge)
- Continue on the A90 to Queensferry
- M9 take Junction 1A Forth Rd Bridge (A90)
- Take right onto Ferrymuir Rd (signed A8000)
- At roundabout, take 1st left into Ferrymuir Business Park (at Burger King) then 1st left at the next mini roundabout with NHS 24 Building being the complex on the left hand side. (Signed NHS 24)

Road Directions from Glasgow

- Follow signs to Edinburgh to join the M8 East
- Branch left M9 junction 2 signed Forth Rd Bridge (A90) & Edinburgh Airport
- M9 take junction 1A Forth Road Bridge (A90)
- Take right onto Ferrymuir Rd (signed A8000)
- At roundabout, take 1st left into Ferrymuir Business Park (at Burger King) then 1st left at the next mini roundabout with NHS 24 Building being the complex on the left hand side. (Signed NHS 24)

The Role –

Call Handler – Band 3

Working as a Call Handler, you would need to listen sensitively and communicate clearly and accurately. Patients you speak to may be anxious or upset, and rely on you to instil confidence with your enthusiastic, focused and professional approach to every call.



Skills

Excellent communication skills are required along with consistent, accurate data recording and attention to detail. Customer service skills along with the ability to listen and question patients is key.

Other useful abilities include the ability to follow instructions and procedures and whilst customer service skills can be helpful, the ability to remain calm during a challenging situation is vital.

This is a challenging, but rewarding role where you will be introduced to a new skill set and encouraged to develop professionally.

Qualifications

Call Handlers are expected to be educated to National 5 level or equivalent (credit in a Standard Grade or an A-C pass in an O Grade).

Working patterns

12 hours per week (8/8 weekend working or 6/8 weekends) or 16 hours per week (8/8 weekend working) and 30 hours per week (8/8 weekend working, mainly working Friday to Monday).

The above would include working Public Holidays, which may fall on mid-week days.

Life as a Call Handler at NHS 24

"For some time I had been interested in a career in the care industry but lacked the confidence to make the change. I finally took the leap and have now been with NHS 24 as a call handler for 9 months. I have grown in confidence, made good friends and learned a great deal already with the help of our clinical team.

Every shift is different, some days can be challenging but the ability and privilege of being able to help people makes up for even the hardest of days and calls."

"I love working for NHS 24 as it's the best feeling in the world helping people who need it, colleagues are so nice and supportive makes the job so much easier.

Great place to work and the pay is great!"

This Opportunity

Job Reference:	20/CH/03
Position Title:	Call Handler – Unscheduled Care, weekend only
Hours:	12 hours per week weekend only (8/8 or 6/8 weekends), or, 16 hours per week weekend only (8/8 weekends), or, 30 hours per week (8/8 weekend working, mainly working Friday to Monday).
Location:	Cardonald, Clydebank, South Queensferry or Aberdeen
Band:	Band 3
Band:	Permanent
Salary (wef 01/04/20):	£20,700 - £22,594 per annum and enrolment into SPPA pension scheme. Placement on salary scale is dependent on confirmation of previous relevant NHS service. Basic hourly rate on minimum of the Band 3 pay scale is £10.58, hourly rate for working Saturdays and after 8pm weekdays is £14.50 and hourly rate for working Sundays and public holidays is £18.41

WHO ARE YOU?

Someone who is enthusiastic, focused, professional, and has the ability to listen sensitively and communicate clearly and accurately.

As a Call Handler, you will be part of a busy and growing team playing your part in helping to ensure that patients and the public are first in everything NHS Scotland does. This will involve collecting and recording patient information, identifying patients in need of an immediate response, and directing callers to clinical colleagues or to other NHS services for further assessment.

As part of a multi-disciplinary team at NHS 24 you can make a real difference to people's lives with a career that is exceptionally rewarding.

OUR CENTRES & AVAILABLE HOURS

Successful applicants will be based in one of our Regional Centres at Cardonald, Clydebank, South Queensferry or Aberdeen. The location and address of each centre is included within this pack.

This post will involve working both Saturday and Sunday.

There may also be an element of mid-week in and out of hours working required (appropriate salary enhancements would apply). Patterns of work may encompass, public holidays, including Christmas, New Year and Easter, and local public holidays taken by other health boards.

TRAINING

NHS 24 provides a comprehensive training programme to all successful applicants. The Induction Training programme lasts 4 weeks and requires a commitment of 30.00 hours/week.

Where there is sufficient demand we can schedule evening training. Our current evening training programmes are scheduled as follows:

- **Week 1 & 2** – 16:00 – 22:00 Monday to Friday
- **Week 3** – 16:00 – 22:00 Monday to Wednesday, 08:00 – 16:00 weekend
- **Week 4 & 5** – working your contracted hours on a protected pod rota, days/time to be agreed during weeks 1-3
- **Week 6** – revert to your base rota

All candidates are expected to pass the Induction Training programme.

BENEFITS

NHS 24 offers a complete benefits package, with a permanent contract on Band 3 £20,700 - £22,594 (pro rata, with effect from 01/04/20). Placement on salary scale is dependent on confirmation of previous relevant NHS service.

We also offer you many supportive policies to enhance your employee journey and have a comprehensive Employee Assistance Programme Provider, childcare vouchers, bursary scheme and a range of learning and development. As an NHS Scotland employee you will be entitled to:

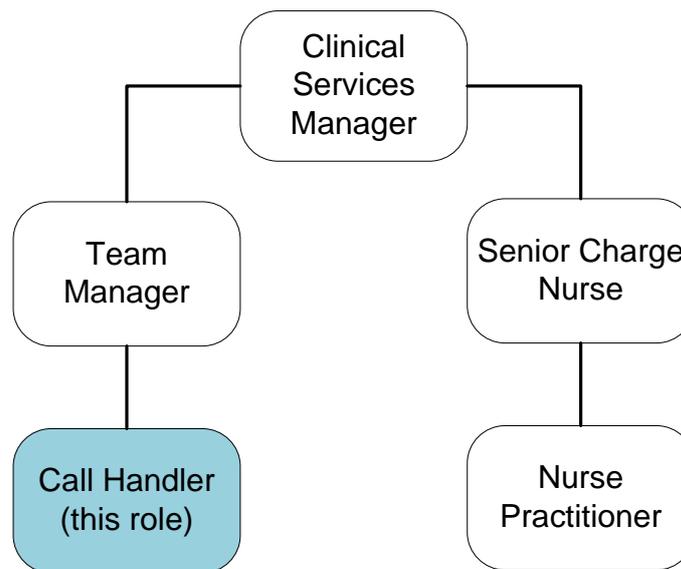
- 35 days annual leave (rising to 41) pro-rata
- development opportunities including study bursaries, e-learning and classroom based courses
- enhanced pay for working during out of hours period
- enrolment into the Scottish Public Pensions Agency (SPPA) pension scheme
- NHS discounts on goods and services
- HELP, employee support and assistance

Job Description

1. JOB PURPOSE

To handle a variety of incoming and outgoing calls to NHS 24, collecting and recording appropriate patient information. Working under the guidance of a Clinical Supervisor, help identify the needs of the caller and assist in directing them onwards to the most appropriate and safe place of care. The range of care will vary from advising on basic self-care information/advice to transferring those with immediate and life threatening conditions to the Scottish Ambulance Service.

2. ORGANISATIONAL POSITION



3. SCOPE AND RANGE

NHS 24 is a national service with 4 main contact centres (East, Cardonald, Clyde and North) and local satellite centres. Each of these contact centres deals with patient calls from any part of Scotland.

The Call Handler is an integral part of a multi-disciplined team and is the first point of contact for patients calling the 111 service. In addition, they also act as a gateway for patients to access other services such as the Out of Hours Dental service.

Working under close Clinical Supervision, the Call Handler must adhere to strict processes and protocols when gathering important information, which will aid the Clinical Supervisor to determine the most appropriate and safe outcome of care.

Dealing with a wide range of clinical call types and conditions the Call Handler will maintain a calm, confident but empathetic approach reflective of the NHS 24 values, at all times

Call Handlers may contribute to project work to enhance and develop the service.

4. MAIN DUTIES/RESPONSIBILITIES

To be the first point of contact for the patient or carer/relative, establishing the nature of the call, identifying the appropriate assistance required from information given.

On receipt of patient call, search computerised patient records, checking patient details and demographics and amending when required to maintain accuracy. Using effective questioning skills and respecting patient confidentiality, working within NHS 24 protocols and legislative requirements to update patient records.

Identify callers requiring immediate emergency response and appropriately refer them to the Scottish Ambulance Service.

The post holder is required to be competent in the use of the telephony system and be able to transfer calls internally and to Partner organisations. This includes retrieving calls in event of transfer failure.

In the event of technology malfunction, the Call Handler will continue to answer calls, but will follow the revised process whereby recording patient information on paper

Under the guidance of Clinical Supervision, the Call Handler may be required to make outgoing calls to update patients on the status of their call or to ask additional information questions to help quicken their onward referral

All Call Handlers are required to adhere to process at all times and effectively navigate through the Patient Contact Management system as instructed to ensure a safe and effective patient journey for all callers, which is accurately recorded

Be responsible for transferring calls onto the next stage in the patient journey whether this be an internal /external transfer or preparing the call for a call-back

Use Third Party assistance tools to help communicate with the caller i.e.) Language Line, when English is not the patients first language.

Accurate recording and clear verbal communication of patient information

Observe the Message Monitoring system between NHS 24 front line services and Partner organisations to ensure that all faxes and patient information has been sent/received. Escalate any problems and take appropriate action as directed under supervision.

Contribute to the continuous improvement of service provision in NHS 24 by communicating service user feedback to relevant team managers where appropriate.

Participate in the preceptorship and mentoring programme for new staff.

INDUCTION STANDARDS AND CODE OF CONDUCT

Your performance must comply with the “Mandatory Induction Standards for Healthcare Support Workers in Scotland” 2009; and 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).

5. SYSTEMS AND EQUIPMENT

The post holder is required to be competent in the use of the Patient Contact Management System, which includes an integrated telephony system. Be able to navigate through the Patient Contact Management System to ensure all data is accurately captured whilst being able to transfer calls internally and externally to Partner organisations. The ability to retrieve calls in the event of transfer failure is critical.

Be able to use the 'Knowledge Management system' to access information regarding changes to local health services throughout Scotland, and changes to processes. Be able to use the Intranet/Internet to access information.

Good keyboard skills with a high degree of accuracy are essential.

6. DECISIONS AND JUDGEMENTS

On receipt of a telephone call, analysing the information given by the patient/caller, and follow the system generated guidance. Ask additional questions, when prompted, and follow either the system generated or Clinical Supervisors instructions to determine the most appropriate service for the patient.

Identifying an immediate life threatening condition and swiftly transferring to appropriate emergency SAS maintaining a calm disposition whilst reassuring caller.

Having the ability to take and transfer calls from other professionals to the most appropriate source.

Ability to identify processes which are applicable for the patient and adhere to these

Seeking support when situations arise which fall out-with standard processes.

7. COMMUNICATIONS AND RELATIONSHIPS

The post holder is the first point of contact for the patient or their carer/relative or other professionals.

From the initial phone call the post holder is required to extract sufficient information, using good communication skills, to ensure that the appropriate service is accessed. The post holder must use questioning skills, employing empathy and understanding.

The post holder must also be a good listener able to extract the relevant information from the initial telephone call.

Internal

The post holder must maintain excellent communications with colleagues in the front line team to assist in ensuring the smooth operation of NHS 24 services.

Other key relationships include Head of Clinical Services, Clinical Services Manager(s), Associate Directors of Operations and Nursing, Senior Charge Nurses, Team Managers, Nurse Advisors, Human Resources and Training Team, IT Department. Central Resource Team and Service Support.

The professional link is through the Senior Charge Nurse, CSM, Head of Clinical Services and ADON to the Director of Nursing.

External

Externally the Call Handler will assist in maintaining good relationships with the NHS community, general public and Partner agencies.

8. PHYSICAL DEMANDS OF THE JOB

The post holder is required to sit at a work station for the majority of their shift, requiring periods of intense concentration. The post holder will be required to wear a telephone headset for the majority of their shift.

The Call handler requires good keyboard skills, and the ability to input accurate data whilst listening and communicating with the caller, using audio and typing skills.

9. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Using appropriate questioning skills to extract accurate information from patients/ carers who may be in a very agitated or anxious state or have communication difficulties.

Frequently dealing with callers who may be aggressive and/or abusive, especially during busy times when the caller has had an extended wait.

Trying to obtain the appropriate service for the patient especially in life threatening situations.

Occasionally dealing with emotionally demanding calls e.g. from bereaved relatives, child protection

10. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

The Post Holder will be expected to be educated to National 5 level or equivalent.

The post holder will be expected to have good communication skills, be computer literate and have good basic keyboarding skills.

The post holder should have the ability to work well under pressure and follow clear instructions.

Recruitment Process

The NHSScotland Everyone Matters 20:20 Workforce Vision outlines the commitment the Scottish Government has in putting people at the centre of everything the NHS in Scotland does. Working to a common set of values will guide the work staff do, the decisions that we take and the way we treat each other. Using a Values Based Approach to recruitment will ensure that NHS 24 staff members not only have the competencies required for the role, but they will live and breathe the values needed, to ensure that patients receive the best possible care, and that all staff are valued and treated well.

We will use a Values Based Approach in our selection process which will consist of the following assessments:

- **Telephone Interview** – interested candidates book a date and time to receive a call from an NHS 24 Team Manager. This short telephone interview enables us to confirm your initial suitability to progress. Candidates who are successful at Telephone Interview will be invited to complete and submit an application form at this stage.

Before you take part in the Telephone Interview we recommend reading the information provided in this job pack with regards to NHS 24 and THE ROLE

- **Application Shortlisting** – an NHS 24 Team Manager will review application forms against the vacancy shortlisting criteria and invite successful candidates to attend an interview at an NHS 24 Regional Centre.
- **Interview** – candidates who progress to interview will take part in a competency based interview, with a focus on NHS 24 Values. Candidates who are invited to interview will be provided with a short guide of 'hints and tips' on competency based interviews.
- **Keyboard Assessment** – candidates attending interview will be asked to complete a short Keyboard Assessment to demonstrate their ease at using a desktop to open, amend and save a document with key information.

TIMELINE:

Closing date for booking Telephone Interview	Midnight, 22 nd March 2020
Telephone Interviews	From 10 th March 2020
Interviews commence	From 30 th March 2020
Forecasted start date (subject to possible change)	From June 2020

Please note that the above timeline may be amended to enable NHS 24 staff to resource the National Coronavirus (COVID-19) Helpline.

QUERIES:

For any queries in relation to this vacancy, please contact a member of the HR Business Support Team on 0141 337 4501 or email recruitment2@nhs24.scot.nhs.uk

GENERAL:

Equality & Diversity:

NHS 24 is committed to equality & diversity:

<http://www.nhs24.scot/about-nhs-24/policies/equality-and-diversity/>

Working Time Directive:

Where you choose to combine working with NHS 24 and another employer, please note that NHS 24 complies with the Working Time Directive regulations of staff working no more than 48 hours per week on average across all employments with appropriate rest breaks between shifts.

Regulated Work:

As this post is deemed regulated work, any successful candidates will be subject to clearance through Disclosure Scotland Protection of Vulnerable Groups (PVG)

APPLICATION DETAILS

If you think this is the career for you, then please call 0777 364 2665 from Monday 9th March 2020 to arrange a Telephone Interview.

If your call is not answered, please leave a message with your name and a number you can be contacted on. A colleague will phone back to schedule your telephone slot.

This line is open from Monday to Friday between the hours of 9am to 5pm. Candidates who are successful at Telephone Interview will be invited to complete their NHS Scotland Application form for shortlisting prior to attending a formal interview where applicable.

The closing date for booking a Telephone Interview is **midnight on Sunday 22nd March 2020**. However, candidates are encouraged to arrange their appointment as soon as possible as available spaces may be limited.

*Candidates submitted via Recruitment Agencies will not be considered for this post.