

JOB DESCRIPTION

- JOB TITLE:** Call Handler
- RESPONSIBLE TO:** Team Manager
(Whilst on duty, the post holder will report to the Shift Manager)
- LOCATION(S):** Primarily based at BrisDoc Operational base in Knowle West Health Park or Headquarters at Osprey Court, Whitchurch although may be required to attend additional operational sites throughout Bristol, North Somerset and South Gloucestershire (BNSSG) and BrisDoc's Headquarters at Osprey Court for training and meetings.
- JOB PROFILE:** This role is a key operational role for the Integrated Urgent Care Service. The out of hours period is defined as weekday evenings from 18.00 through to 08.00 the next day, and 24/7 across weekends and bank holidays.

Job Context

BrisDoc currently operates the following services:

- (1) An Integrated Urgent Care service within Bristol, North Somerset and South Gloucestershire serving a patient population of circa 900,000 people registered in over 100 GP practices;
- (2) Daytime GP Practices (Broadmead Medical Centre (which also has a walk-in service), the Bristol Homeless Health Service; Charlotte Keel Medical Practice.
- (3) Weekday Integrated Urgent Care Professional Line (IUC PL).

Sevenside Integrated Urgent Care (SIUC)

SIUC is commissioned by BNSSG Clinical Commissioning Group (CCG). It incorporates NHS111, Telephone Clinical Assessment Service, out of hours face to face service and Weekday Professional Line.

The NHS111 and a telephone Clinical Assessment Service (CAS) operates 24/7 and, during the "out of hours" period, face-to-face services at treatment centres and in patients' homes. Sevenside is provided by BrisDoc Healthcare Services, and the NHS111 element of the service is subcontracted to Practice Plus Group. The service manages approximately 300,000 calls to NHS 111 each year and approximately 120,000 cases in the CAS and face to face services.

The Weekday IUCPL service is based at Brisdoc Headquarters, Osprey Court, South Bristol and operates from 8am to 6.30pm, Monday to Friday. The service takes phone calls from BNSSG Community Healthcare Professionals (CHPs) who are seeking acute hospital admission. The Weekday IUCPL clinician's role is to discuss the case with the referrer and develop an appropriate plan for that patient which may include clinical advice for primary care management, community pathway, urgent/hot clinic or acute admission. The service also forms part of the daytime Clinical Advice Service (CAS) fielding a number of patient facing calls via 111.

Job Summary

The core purpose of the role is taking the calls from Health Care Professionals and to enter them onto Adastra to send to the appropriate Clinical Advice queue.

At times this post holder will also handle the NHS111 faxes.

At all times the post holder must act in a manner consistent with the code of conduct and appearance representing BrisDoc and the NHS.

Main duties and responsibilities:

Professional Line

- To answer calls to the professional line from internal and external health care professionals.
- To ensure that the phone is answered within internally determined response time targets.
- To guarantee a professional and informed response to the caller and ensure that the Clinical Co-ordinator is available to speak to the caller within the shortest possible timescales (either direct transfer or rapid ring back).
- To process external referrals into GP Out of Hours via professional sources other than NHS 111 e.g. ambulance service, pathology results, community teams.
- To ensure that such referrals are accurately entered onto the Adastra system.

Logging faxes:

- Once received faxes should be entered quickly into Adastra, accurately entering the demographic and assessment information as well as the priority given on the fax.
- This case should then be sent to the correct clinical assessment queue.

General Duties

- **The Post Holder may be required to work additional hours to cover holidays and sickness.**
- Maintaining regular consistent attendance, punctuality, personal appearance and adherence to relevant health and safety procedures.
- To attend all statutory and mandatory training courses and any courses specific to this role.
- To be available for staff meetings and meetings with management.
- To have a good understanding and follow company policies and procedures.
- Establish and maintain effective working relationships with co-workers and the general public.
- Attend performance and development reviews with your line manager.

Flexibility

This role profile is intended to provide a broad outline of the main responsibilities only. The postholder will need to be flexible in developing the role and in initial and ongoing discussions with the designated manager.

Confidentiality:

Under the Data Protection Act 2018 (alongside the EU General Data Protection Regulations) the postholder must maintain the confidentiality of information about patients and staff. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognized course of duty. Unauthorised disclosure of confidential

information will result in disciplinary action and may lead to your dismissal.

- In the course of seeking treatment, patients entrust us with, or allow us to gather sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately.
- In the performance of the duties outlined in this job description, the post-holder may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may also have access to information relating to the practice as a business organisation. All such information from any source is to be regarded as strictly confidential.
- Information relating to patients, carers, colleagues, other healthcare workers or the business of the practice may only be divulged to authorised persons in accordance with BrisDoc's policies and procedures relating to confidentiality and the protection of personal and sensitive data.

Equality and Diversity:

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with BrisDoc's procedures and policies, and current legislation.
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues.
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

Health & Safety

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) to ensure that the agreed procedures are carried out to maintain a safe environment for patients, visitors and staff, including infection prevention and control.

Infection Prevention and Control

It is the responsibility of all members of staff to provide a high standard of care to patients they are involved with. This includes good infection prevention practice.

All staff have a responsibility to comply with Infection Prevention and Control policies and procedures, this includes:

- Completing mandatory infection prevention training.
- Challenging poor infection prevention and control practices.
- Ensuring their own compliance with BrisDoc's Infection Prevention and Control policy and procedures for example, standard precautions, hand hygiene, prevention & management of inoculation incidents.

Safeguarding

To be fully aware of and understand the duties and responsibilities arising from the Children's Act 2004 and Working Together in relation to child protection and safeguarding children and young people as this applies to the worker's role within the organisation.

To also be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to the worker's role, which will include recognising the types and signs of abuse and neglect and ensuring that the worker's line manager is made aware and kept fully

informed of any concerns which the worker may have in relation to safeguarding adults and/or child protection.

Everyone within BrisDoc has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm. BrisDoc ensures that local Child Protection and Safeguarding Adult policies and procedures are adhered to by all members of staff.

Smoking

Smoking will not be tolerated inside any BrisDoc building and vehicle.

Environment

The postholder needs to be aware of BrisDoc's impact on the environment and be vigilant and pro-active in ensuring they adhere to the management strategy i.e. recycling, waste management, use of vehicles etc.

Rehabilitation of Offenders Act

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.

PERSON SPECIFICATION

QUALIFICATIONS AND EXPERIENCE		
Criteria	Requirement	Measurement/Testing Method
A good standard of education to GCSE or equivalent with grade C or above in English	Essential	Application and Interview
Experience of working in a professional environment that requires high standards of customer service	Essential	Application and Interview
Experience of working in healthcare / NHS	Desirable	Application and Interview

SKILLS AND ATTRIBUTES		
Criteria	Requirement	Measurement/Testing Method
Evidence of computer literacy and keyboard skills	Essential	Application and Interview
Excellent verbal and written communication skills and interpersonal skills	Essential	Application and Interview
Able to listen and respond appropriately to patients and staff with differing needs	Essential	Interview
On-going commitment to personal development	Essential	Application and Interview
Able to work flexibly in relation to the Out of Hours operational times	Essential	Application and Interview
Able to work within a team and take instruction as required - Able to quickly establish rapport and credibility with others in the team	Essential	Application and Interview
Able to use own initiative to achieve the	Essential	Interview

objectives of the post		
Able to maintain confidentiality at all times with regards to staff and patients	Essential	Interview
Familiarity with Aadastra	Desirable	Application and Interview
Ability to represent the organisation with internal and external stakeholders	Essential	Interview
Able to prioritise time sensitive tasks	Essential	Interview
Able to maintain accurate records and have high attention to detail	Essential	Interview

PERSONAL QUALITIES / BEHAVIOURAL ATTRIBUTES

Criteria	Requirements	Measurement/Testing Method
Motivated by the provision of patient care. Able to adapt to differing situations	Essential	Application and Interview
Organised and systematic	Essential	Application and Interview
Able to manage systems and processes in line with organisational policy and procedures	Essential	Application and Interview
Able to think quickly and solve problems	Essential	Application and Interview
Can self-analyse own work and performance - Ability to recognise own limitations and act upon them appropriately	Essential	Application and Interview
Good team player who is able to support, value and respect the contribution of all members	Essential	Application and Interview
Commitment to achieving high standards	Essential	Application and Interview
Willingness to learn new skills	Essential	Application and Interview
Able to manage sensitive and emotive situations.	Essential	Application and Interview
Able to respond to feedback from others	Essential	Application and Interview
Positive attitude towards innovations and change - Adaptable and able to respond to a changing situation	Essential	Application and Interview
Able to remain impartial and non-judgmental during times of sensitivity, stress and potential conflict	Essential	Application and Interview
Able to maintain professionalism	Essential	Interview

Last updated: January 2021

Declaration *(to be completed by post holder):*

By signing this declaration, you are acknowledging receipt of your job description and accepting the roles and responsibilities that this position entails.

Acceptance
Signed (job holder)
Please print name
Date

Please return signed version to the HR Department, Unit 21 Osprey Court