



1. JOB DESCRIPTION

Job Title: **DESPATCHER**

Location: **Longbow**

Hours of Work: **TBA**

Responsible To: **Call Centre Manager**

2. JOB SUMMARY

You will be dealing directly with health care professionals and patients over the phone, via email and fax. You will receive incoming calls promptly and efficiently from Patients, Health Care Professionals and services, processing onto Shropdoc's operational and clinical application (internal computerized database) or other as appropriate, in accordance with laid down guidelines, fast tracking to the appropriate health care professional or service. You will be responsible for dealing with confidential patient information and ensuring all information entered into our systems is accurate. You are required to carry out general administration duties.

You will be responsible for the smooth running and efficiency of the 'Patient Pathway' in ensuring that all Home Visits and Base Appointments are undertaken in a timely manner and in accordance with laid down procedures and timescales. You will have the ability to prioritise, plan and focus on deadlines, work under pressure, against timeframes and performance targets.

3. KEY TASKS AND RESPONSIBILITIES

1. To ensure that clinicians have reported and are ready for duty throughout the shift, including contacting 03.00 triage clinician. Organise replacements/workload via Shift Leader where necessary to cover sickness and operational requirements.

2. To check duty sheets and ensure all necessary paperwork is ready for the shift. Liaise with Shift Leader regarding any hand-over/shift management issues/needs.
3. To ensure incoming patient calls from 111 are checked for demographic information, and amalgamated with previous records and Special Notes, then forwarded to the appropriate disposition/health care professional for assessment.
4. To ensure all patients who have been assessed by 111 or a Triage Clinician as requiring a home visit or base appointment that are Cross Border Calls are contacted promptly where appropriate to arrange appointment times using laid down guidelines and procedures.
5. To ensure that all patients who have been assessed by 111 or a Triage Clinician requiring a Home Visit or Base Appointment are passed to the relevant Primary Care Centre (PCC) for action, and that the call is actioned without unnecessary delay and within designated timescales by the PCC.
6. To monitor and continually assess PCC workload ensuring that cases are dealt with within the laid down Service Level Agreement (SLA) timescales taking necessary action where appropriate should any fail to meet the SLA or where workload is high and it is anticipated that cases will not meet SLA.
7. To Liaise with Doctors and Drivers working out of PCC's and on Home visits keeping continual contact with regard location, workload and approximate timescales. Tracking via webfleet.
8. To ensure that clinical software is updated and maintained during each shift, to keep all shift members (including health professionals) aware of the current operational status -showing correct available PCC bases, and time managing Home visits in prioritised timeframes.
9. To receive incoming calls promptly and efficiently from members of the public and professionals ensuring messages are recorded onto correct software and passed to the correct local government department in accordance with laid down guidelines.
10. To receive incoming calls promptly and efficiently from Patients, Health Care professionals and services, process onto Shropdoc's operational and clinical application (internal computerised database) or other as appropriate, in accordance with laid down guidelines, fast tracking to the appropriate health care professional or service
11. To support clinicians in liaising with the various medical, social and transport services to ensure the delivery of agreed care.
12. To be fully aware and able to implement all or any contingency plans as required.
13. To enable patients calls with ambulance if emergency transport is required as defined by our 999 trigger list.
14. To ensure that all prescriptions are faxed to the appropriate chemist, dealt with and filed appropriately on shift. Obtain clinician signature before faxing.

15. To ensure that all calls are managed through to completion on shift or discussed on shift change with Shift Leader.
16. To ensure effective handover at the end of each shift including completing Handover Shift Log detailing information, issues or actions needed to be taken.
17. To support new Drivers and Doctors with Rugged computer use.
18. To ensure that you remain up-to-date and familiar with all non-clinical CCC and Call handling protocols and processes on the Shropdoc 'Hub', reading regular updates and keeping up to date with the training tracker.
19. To arrange and send all relevant paperwork in a timely manner and associated administration tasks are completed. For example photocopying/scanning as required.
20. To attend and participate in training and Mandatory Training sessions as directed.
21. To attend and participate in Operational Team Meetings.
22. To actively participate in the training and mentoring of current team and any new members of staff.
23. To maintain a constant and continuous interest in Health and Safety matters applicable to Shropdoc activities, and strive to ensure that all staff avoid risks, and discourage irresponsible behaviour. Ensuring that in the event of incident/accident these are reported to the appropriate bodies/personnel and in the appropriate accident books.
24. To undertake any duties of a similar nature consistent with the responsibilities of the post in order to provide a quality service.
25. To ensure that general housekeeping duties are carried out on each shift.
26. In line with other posts may be subject to change according to service needs, in consultation with the post holder.
27. To support other workstreams where operationally necessary at quiet times.
28. Compliant use of the smart cards is required, using the Summary care records to update demographics and search for NHS numbers.

The following details are generic to all Shropdoc employees:

4. PROBATIONARY PERIOD

This post is subject to the requirements of a six month probationary period for new staff only.

5. STANDARDS OF BUSINESS CONDUCT

The post holder will be required to comply with Shropdoc Policies and Procedures and, at all times, deal honestly with Shropdoc, with colleagues and all those who have dealings with Shropdoc including patients, relatives and suppliers.

All Shropdoc staff may be involved directly or indirectly with people who are receiving a health service. Therefore, Shropdoc is exempt from the Rehabilitation of Offenders Act (1974) and this post may be subject to a Criminal Records Bureau disclosure.

6. PROFESSIONAL REGISTRATION

- i. If you are employed in an area of work which requires membership of a professional body in order to practice (e.g. Nursing & Midwifery Council for Nurses), it is a condition precedent of your employment to maintain membership of such a professional body. It is also your responsibility to comply with the relevant body's code of practice. Your manager will be able to advise you on which, if any, professional body of which you must be a member.
- ii. You are required to advise Shropdoc if your professional body in any way limits or changes the terms of your registration.
- iii. Failure to remain registered or to comply with the relevant code of practice may result in temporary downgrading, suspension from duty and/or disciplinary action which may result in the termination of your employment.
- iv. If you are required to have registration with a particular professional body or to have specific qualifications you must notify your manager on appointment of such fact and provide him or her with documentary evidence of them before your employment commences or, at the latest, on your first day of employment. Furthermore throughout your employment with Shropdoc, you are required on demand by your manager to provide him or her with documentary evidence of your registration with any particular professional body or in respect of any required qualifications.

7. CONFIDENTIALITY and INFORMATION GOVERNANCE

All staff may have access to confidential information about patients, staff or any Shropdoc or Health Service business. On no account must such information be divulged to anyone who is not authorised to receive it. Confidentiality of information must be preserved at all times whether at or away from work. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and/or prosecution under statutory legislation (Data Protection Act) and Shropdoc's Disciplinary Procedure.

All staff must act within legislation, policies and procedures relating to information governance

8. DATA PROTECTION AND THE DATA PROTECTION ACT 1998

If you have contact with computerised data systems you are required to obtain, process and/or use information held on a computer or word processor in a fair and lawful way. To hold data only for the specific registered purpose and not to use or disclose it in any way incompatible with such purpose. To disclose data only to authorised persons or organisations as instructed.

All staff who contribute to patients' health records are expected to be familiar with, and adhere to, Shropdoc's Records Management Procedure. Staff should be aware that patients' records throughout Shropdoc will be subject to regular audit.

9. HEALTH AND SAFETY

All staff must act within legislation, policies and procedures relating to Health and Safety

All staff must attend statutory/mandatory training as instructed

All staff must be familiar with Shropdoc's Health and Safety Policy, including a thorough understanding of personal responsibilities for maintaining own and the health and safety of others.

10. RISK MANAGEMENT

All Shropdoc employees are accountable, through the terms and conditions of their employment, professional regulations, clinical governance and statutory health and safety regulations. Staff are responsible for reporting incidents, handling patient feedback and complaints appropriately, being aware of the risk management strategy and emergency procedures, and attendance at any relevant training as required.

The post holder will ensure compliance with Shropdoc's risk management policies and procedures. These describe Shropdoc's commitment to risk management, the recognition that our aim is to protect patients, staff and visitors from harm and stress and that all staff have a responsibility to minimise risk.

11. INFECTION CONTROL

All staff are required to be familiar with Shropdoc's infection control policies and procedures and national guidance in relation to infection control. All staff whose normal duties are directly or indirectly concerned with patient care must ensure that they complete mandatory infection control training and are compliant with all measures known to be effective in reducing Healthcare Associated Infections.

12. SAFEGUARDING

Shropdoc is committed to ensuring the safeguarding of vulnerable adults and children in our care. All employees are required to be familiar with their responsibilities and to raise any concerns as appropriate. An overview of Safeguarding is covered during induction and staff will

be required to attend additional training regarding safeguarding relevant to their position and role.

13. EQUALITY, DIVERSITY AND HUMAN RIGHTS

The post holder will treat all colleagues, service users and members of the public with respect and dignity regardless of their gender, age, race, religious beliefs, religion, nationality, ethnic origin, social background, sexual orientation, marital status, disability, criminal background and Trade Union status. Shropdoc has a policy on Equality and Diversity and it is the responsibility of all staff to ensure that it is implemented and contribute to its success.

14. HARASSMENT AND BULLYING

Shropdoc condemns all forms of harassment and bullying and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias. All staff are requested to report any form of harassment and bullying to their line manager or to the HR Manager or any other Manager within Shropdoc.

15. QUALITY

It is the responsibility of all staff to adhere to company procedures as defined in the Quality Manual, ensuring high quality in patient care at all times. Shropdoc conducts its patient care and related services:

- Through a commitment to good patient care and to the quality of its clinical practices
- By ensuring that all patient care and related services are conducted according to established protocols and specified requirements;
- By requiring all personnel to be familiar with and trained in the quality policy, the quality management system and related documentation, practices and administration
- Through commitment to provide patients, Member GPs and associated LHBs and PCTs at all times with a service that confirms to Shropdoc's quality management system.

16. TRAINING

All staff must attend statutory /mandatory training as instructed.

17. NO SMOKING POLICY

There is a smoke free policy in operation in Shropdoc. In accordance with this policy smoking is discouraged and is not permitted anywhere within the buildings or within 15 metres of Shropdoc main buildings.

18. REVIEW OF THIS JOB DESCRIPTION

The above duties and responsibilities are intended to represent current priorities and are not meant to be an exhaustive list. The post holder may from time to time be asked to undertake other reasonable duties and responsibilities. The Job Description will be reviewed at least

annually in conjunction with the post holder. Any changes will be made in discussion with the post holder according to service needs.

19. JOB DESCRIPTION AGREEMENT

Post Holder's Name:

Post Holder's Signature: Date:

Line Manager's Name:

Line Manager's Signature: Date:

PERSON SPECIFICATION
CCC CO-ORDINATOR/DESPATCHER/Call Handler
Patient Pathway Co-Ordinator

(Supporting our Policy on Equal Opportunities in Employment)

Shropshire Doctors Co-Operative has declared its commitment to equality of opportunity in employment and set standards which enhance individual rights protected at law. These are set out in the written Policy document which is freely available to applicants for employment and to existing staff.

The under mentioned are the job-related requirements for this post

| Requirement | Essential | Desirable | Evidenced by |
|-------------------------------------|--|---|--|
| Education and qualifications | <p>Good standard of education (e.g. 5 GCSE's A-C or Grad 4-9 or equivalent including Maths and English)</p> <p>NVQ Level 2 or above in Customer Service or equivalent experience</p> <p>ECDL or equivalent experience</p> | <p>Further education</p> <p>Evidence of continuous professional development</p> | <p>Application form</p> <p>Interview</p> |
| Experience | <p>Experience of working with patients or the public</p> <p>Experience of working across multiple computer platforms and using database systems</p> <p>Ability to prioritise, plan and focus on deadlines, work under pressure and against agreed timeframes and performance targets</p> <p>Ability to perform the role in a high pressure environment</p> | <p>Experience ideally in a Call Centre or similar role or NHS background</p> <p>Experience of coaching/mentoring and developing new and less experienced staff</p> <p>Ability to supervise staff to adhere to targets, objectives and deadlines</p> | <p>Application form</p> <p>Interview</p> |
| Skills/Abilities | <p>Excellent communication skills, telephone manner, listening and negotiation skills.</p> | | <p>Application form</p> |

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|------------------|--|--|--|
| | <p>Ability to manage high volumes of workload under pressure</p> <p>Ability to deal sensitively with confidential information with complete discretion, integrity and diplomacy when dealing with members of the public and reassure them whilst maintaining patient confidentiality</p> <p>Strong customer service skills</p> <p>Excellent keyboard skills</p> <p>Ability to use own judgement, resourcefulness and a common sense approach</p> <p>Ability to prioritise, plan and focus on deadlines, work under pressure and against agreed timeframes and performance targets</p> <p>Ability to perform the role in a high pressure environment</p> <p>Good level of written skills</p> <p>Good interpersonal skills</p> | | Interview |
| Knowledge | <p>Knowledge of Information Governance and Data Protection principles</p> <p>Good knowledge of Word, Access, Excel, and other office applications</p> <p>Geographical knowledge of Shropshire, Powys and the surrounding area</p> | <p>Understanding of Health & Safety matters and associated reporting systems</p> | <p>Application form</p> <p>Interview</p> |

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|--|---|--|--|
| <p>Other attributes</p> | <p>Empathetic, self-starter, proactive, calm, strong work ethic, thorough and organized</p> <p>Commitment to promoting high standards in patient care</p> <p>Confident, Team Player</p> <p>Calm disposition with ability to diffuse tension and stress in others and to deal with emergency/critical situations/problem solver/initiative</p> <p>Willingness to accept responsibility</p> <p>Enthusiastic and self-motivated</p> <p>Open to new working practices</p> | <p>Understanding of and demonstrable commitment to equality and diversity in employment and service delivery</p> <p>Demonstrate initiative in handling unforeseen events</p> | <p>Application form</p> <p>Interview</p> |
| <p>Other general requirements</p> | <p>Ability to work unsocial and irregular hours including Bank holidays</p> <p>Flexibility to cover sickness and holidays of other team members</p> <p>Ability to attend work on a regular basis and meet the requirements of the role with any reasonable adjustments which have been notified and arrangements made under the Equality Act</p> <p>Maintaining a professional image at all times</p> | | |