

## JOB DESCRIPTION

### PART A: JOB DETAILS

<b>JOB TITLE:</b>	<b>Call Handler Team Leader</b>
<b>AFC BAND:</b>	<b>5</b>
<b>HOURS:</b>	<b>37.5 hours per week</b>
<b>DIRECTORATE:</b>	<b>Emergency Operations</b>
<b>DEPARTMENT:</b>	<b>Emergency Operations Centre (EOC)</b>
<b>REPORTING TO:</b>	<b>Duty EOC Officer</b>
<b>BASE:</b>	<b>EOC (as specified)</b>

### PART B: JOB SUMMARY

Through leading by example, and direct supervision and feedback, support Emergency Call Handlers, ensuring that all operational calls that come into the EOC are answered promptly; that the clinical triage software (such as Medical Priority Dispatch Systems (MPDS)) is applied in order to prioritise calls as soon as possible; that information is entered into the Computer Aided Dispatch (CAD) system accurately and efficiently; and that pre-arrival advice is provided to callers as directed by the clinical triage software.

To manage and lead the Senior Call Handlers and Call Handlers, including absence management, personal development reviews, mentoring, training and reflective practice.

Provide the main leadership role for the MPDS function with the EOC environment.

### PART C: KEY RELATIONSHIPS

- EOC Management Team
- General Public
- Emergency Services
- Healthcare Organisations
- Emergency Call Handlers
- Emergency Dispatch Team Leaders
- EOC Administrative Support
- Audit Team
- EOC Trainer

## PART D: JOB SPECIFIC RESPONSIBILITIES

### Main Duties:

1. When on duty, take responsibility for, and provide operational supervision over, a team of Emergency Call Handlers. These staff normally provide the first point of contact with telephone callers to the Trust, on a 24/7 basis, (365 days per year) working rotating shifts. In some EOCs this role will also cover the "out of hours" call handling and dispatch environment.
2. To ensure that Emergency Call Handlers are available to respond to all incoming telephone calls to the EOC. Where ACD (Automatic Call Distribution) is active, emergency calls may be answered automatically for the user, however; the Emergency Call Handler Team Leader is responsible for confirming that Emergency Call Handlers are logged in/using this system correctly and also ensuring that low priority calls are placed on hold where necessary to allow a timely service for high priority calls.
3. Wherever possible, monitor all incoming telephone lines, and answer calls as promptly as possible.
4. Ensure that Emergency Call Handlers deal with all requests for emergency resources (including doctors' urgent requests and routine calls) in a timely and accurate manner, answering and recording these using the Computer Aided Dispatch (CAD) system and appropriate clinical triage software where needed. This is likely to involve monitoring telephone calls, reviewing CAD entries and double checking the clinical triage process.
5. Liaise with the Emergency Dispatch Team Leader to maintain a verbal two way communications link which effectively transmits updated or amended information or requests for further information between Call Handlers and Dispatchers. (This process is secondary to the automated process of the CAD and should be utilised only when required and most specifically in the event of a system failure).
6. Monitor call activity versus call handler capacity using CAD and Call Vision software, implementing escalation plans where required. Updating the Duty EOC Officer of any delays in answering calls and making recommendations for further actions.
7. Management of unassigned calls in line with EOC procedures.
8. Pass (or delegate the passing of) details of 999 calls which fall outside the geographical boundaries of the Trust to the appropriate Trust. This process needs to take place with input from the Emergency Dispatch Team Leader to ensure that appropriate resources are dispatched/stood down during discussions with the other Trust. E.g. A call close to a boundary should result in the dispatch of the nearest resource and this should only be stood down in liaison with the other Trust.
9. Obtain relevant information from other Trusts who are either passing calls which fall within the East of England region or where they are asking for assistance with calls in their own area. This should fall in line with any cross boundary agreement and result in the Emergency Dispatch Team Leader being consulted/advised, and all relevant information logged in the CAD.
10. In liaison with the Emergency Dispatch Team Leader, ensure that other agencies such as the Police, Fire or Coastguard are informed of incidents that may require their attendance or awareness.

11. Liaise with BT and other telephone service providers to ensure that they are kept fully informed of all incidents and issues which may impact on the prompt answering of emergency calls.
12. Log incoming and outgoing test calls in line with agreed procedures.
13. In conjunction with the EOC Trainer, undertake live and retrospective audits and provide feedback to the Emergency Call Handler and Duty EOC Officer.
14. Support the Emergency Call Handlers by identifying and making available appropriate training, to allow them to fulfil the requirements of the role.
15. Exercise judgement and take decisions to support call handlers in addition to the MPDS process where the situation dictates an escalated level of response.
16. Undertaking mentoring during any training period and carrying out any required assessments. Provide specific mentoring to new call handlers and new senior call handlers, including carrying out assessments and providing reports/feedback as required. Responsible for the guidance, support and supervision of new staff during their training period; influencing their development, training, mentoring and coaching them, and also identifying and explaining EOC policies and procedures
17. Carry out reflective practice in line with EMD-Q requirements, providing information to the EOC management team where appropriate. Manage the audit process within the EOCs in conjunction with the audit team, including the development and monitoring of performance improvement plans.
18. Monitor performance of call taking staff in the EOC ensuring that established procedures are followed.
19. In conjunction with the EOC Trainer and other managers, ensure that Emergency Call Handlers are kept fully updated of changes in policies and procedures and that these are implemented appropriately with minimal delay.
20. Plan and manage Emergency Call Handlers' workload and breaks in line with Trust policy wherever possible, while attempting to maintain adequate available levels of staffing to effectively manage demand.
21. Advise the Duty EOC Officer of any anticipated periods of reduced emergency Call Handler cover at the earliest opportunity.
22. Act as a point of reference for Call Handlers, to ensure that any requests that are accepted for transport fall within contracts/SLAs held by the Trust. Any decision to deviate from this should be taken in conjunction with the Duty EOC Officer.
23. Be prepared to intervene and either advice on, or take over, calls from Emergency Call Handlers, to minimise conflict, poorly handled calls, complaints and stress. These events should be followed by a hot debrief with the individual concerned and may be appropriate to pass on to the EOC Trainer/ Duty EOC Officer.
24. Liaise with the Clinical Support Desk (CSD) and then if appropriate, Non Emergency Services (NES), to manage low acuity patients in a timely manner with the lowest appropriate operational skill set. Any requests which are passed to NES should be annotated appropriately in the CAD and the relevant Emergency Dispatch Team Leader advised of the actions taken.

25. Receive and record telephone calls from a range of personnel including hospital staff; other Health Service professionals and other Emergency Services.
26. Provide advice to clients as directed by clinical triage protocols and procedures. This will involve following a set process when applying the clinical triage software.
27. Complete the clinical triage process for each emergency call received, to the fullest extent possible, to allow all emergencies to be marked with an appropriate priority. This is the means of ensuring that patients receive a response intended to reach them in a timely manner for their condition, whilst also indicating the right type of resource that should be allocated.
28. Utilise Computer Aided Dispatch, clinical triage software and Information Communication Technology (ICT), including; telephony, data, email, and fax, to achieve effective communication with clients and EOC/operational staff.
29. Ensure ICT systems are used appropriately, and where necessary, report systems failures to the Duty EOC Officer /IT department. In the event of a systems failure ensure that Emergency Call Handlers initiate and comply with any appropriate steps in line with standard operating procedures, to support the EOC in maintaining business continuity.
30. To use the recording equipment and software systems in place to check or provide information following appropriate requests. Utilise systems to quality assure call taking and to provide or validate immediate further information (such as location) in time critical or urgent situations.
31. To be familiar with a manual method of logging calls on the appropriate forms when electronic methods are unavailable or inappropriate and support and guide Emergency Call Handlers in these practices.
32. To produce, maintain and collate appropriate control records, complying with administrative procedures in accordance with Trust policy.
33. To take charge of an incoming call; managing patients, relatives, and the general public in a calm professional manner and treating them with dignity and respect at all times.
34. Be able to, (and be able to recognise the need to,) modify and adapt methods of communication to account for the differing needs of patients and callers, especially in stressful and difficult situations.
35. Ensure polite, efficient and appropriate communications exist at all times with clients, e.g. patients, relatives, purchasers, medical and other NHS emergency service personnel.
36. Deal with highly emotional, verbally aggressive, abusive or threatening callers and defuse such situations when appropriate, often under difficult and hostile circumstances.
37. To communicate efficiently and effectively with patients, relatives and the general public where there are barriers to communication such as language or noise, using persuasive skills where appropriate. Utilise Language Line and support call handling team with effective communication and three way conferencing. Raise issues with Language Line and provide feedback to team.

38. To provide the caller with post dispatch and pre-arrival instructions, utilising and complying with, clinical triage protocols. This will include going through appropriate procedures and prompt cards to give life saving instructions relating to CPR, maternity, airway management, unconscious patient, fitting, diabetic information, advising patients to use appropriate medication as instructed by their doctor, and making the scene safe for operational staff.
39. Dealing with and supporting distressed patients, relatives, and Emergency Call Handlers, in traumatic situations such as death and for other calls which may be emotionally disturbing or upsetting.
40. Where Emergency Call Handlers are affected by the content of a call be aware of (and initiate where necessary) appropriate staff support procedures.
41. Identify to the Emergency Dispatch Team Leader/ Duty EOC Officer, instances where the content of a call raises concerns over the welfare of clients, or concerns over vulnerable or at risk individuals even if they are not the client. This includes all perceived issues of risk, neglect, abuse or endangerment to all adults and children.
42. Liaise with the Clinical Support Desk so that patients who can safely be referred to other care pathways other than a direct Trust response are identified, either through MPDS protocols or based on other relevant information gained during the call by the Emergency Call Handler.
43. When the CSD is unmanned or information gained on the patient condition indicates, it may be appropriate for the call to be upgraded by the Emergency Call Handler from a PSiam referral, to a response under normal road conditions or from that response to a response under emergency conditions (this process is subject to local EOC policies). Examples include consideration of the patient's level of pain, environmental conditions such as weather, expected ETA of the responding resource, etc.
44. To promote and enhance the image of the Trust at all times in accordance with Trust policies and procedures, promoting good relations with the public, patients and other health care professionals through effective communication skills.
45. During frequent intense periods of demand, prioritise tasks and undertake numerous tasks simultaneously, to ensure effective service delivery. There is also a need to ensure that Emergency Call Handlers are acting appropriately in these areas.
46. To ensure high priority is given to the safety and well-being of all staff during the course of their duties, and to ensure any appropriate action is taken. Report any incidents of concern to the Duty EOC Officer.
47. Promptly refer any issues/concerns outside the scope of the post holder's responsibilities to the Duty EOC Officer.
48. Working knowledge of the Trust's Major Incident Procedures, Trust's Policy and Procedures and the relevant EOC procedural document.
49. Undertake professional development plans and/or appraisals in order facilitate Continuous Dispatch Education to maintain the Medical Priority Dispatch qualification.
50. To undertake and participate with any training required for the post holder to fully carry out their duties, including mandatory updates/refresher training. This includes mandatory practical CPR training and examination.

51. Carry out appraisals/personal development reviews (PDRs) for Emergency Call Handlers and support any training needs identified, in conjunction with the EOC Trainer and/or other managers.
52. Maintain confidentiality in relation to personal data held in accordance with the Data Protection Act and Trust Caldicott Guardianship principles.
53. During their shift, the Emergency Call Handler Team Leader is responsible for the guidance, support and supervision of all Emergency Call Handlers on duty; influencing their development, mentoring and coaching them, and also identifying and explaining EOC policies and procedures.
54. To undertake duties in relation to major incidents and other incidents in accordance with Trust procedure. This may involve manning the Mobile Control Vehicle and supporting staff in the operational arena rather than from within EOC.
55. Carry out tasks relating to evaluating services e.g. staff questionnaires, audits and equipment trials.
56. To work with other emergency services for the good of the patient and maintain positive working relationships with other health care professionals.
57. To provide statements and attend Court to give evidence as and when required.
58. Assist the Trust in meeting national targets by ensuring that whenever possible, all emergency calls are answered within Trust guidelines and to achieve compliance with agreed standards (relating to speed of call pick up and also call content).
59. Work as an effective member of a high performance team, ensuring self awareness of surrounding environment and events and promoting this practice for Emergency Call Handlers.
60. As and when required, to cover other roles in the EOC, commensurate with individual levels of training.
61. To perform other tasks in keeping with the post and commensurate with their training as required by their Line Manager.
62. Responding to communications from operational staff for further action and taking appropriate action, including making telephone calls to other health care professionals and thereby on occasions, passing on the duty of care for a client.
63. Ensure that wherever delays may occur in transporting a patient, the patient's relatives, G.P., and any other stakeholders concerned (including hospitals) are informed of the delay, and action is taken promptly in case the medical priority of the case has changed.
64. To respond to media enquiries by referring the enquiry onto the Duty EOC Officer, or other Trust representative.
65. To proactively recognise call content that can be passed on to the media to increase the profile of the Trust, and to pass this information on to the Communications Department.
66. Taking telephone calls 'out of hours' for Patient Transport Services, recording and then passing information onto the appropriate member of staff.

67. Maintain database information when incorrect information is identified or highlighted by a stakeholder, or where new information is received from any appropriate party. These include telephony, caution note, or street databases for example, and may require the actual updating to be carried out by the Duty EOC Officer.
68. Support all three EOCs in maintaining business continuity in the event of system failures by supervising/handling calls from either of the other two EOCs, or relocating to another EOC for a temporary period (this may also be due to extreme instances of high demand or prolonged large incidents).
69. Sitting in front of a visual display screen for long periods of time, with restricted movement. (Subject to current health and safety regulations).
70. Manage absence in line with Trust policies and procedures, including return to work meetings. Provide support both to those staff following periods of absence and to all staff in a preventative way in line with their wellbeing.
71. Undertake initial handling and management of grievance and disciplinary issues.
72. Using judgemental and analytical skills, identify training needs and undertake role performance management where required.
73. Provide and receive complex or sensitive information, onwardly communicating business or patient sensitive information to staff and managers at all levels.
74. Response for training and development of staff undertaking development to CHTL positions. Organise and coordinating multidisciplinary workshops as part of on-going training or development.

## **Other General Provisions**

### **Flexibility**

The post holder may be required to undertake such other duties temporarily or on a continuing basis as may reasonably be required commensurate with this role.

### **Health and Safety**

It is the general duty of every employee to take reasonable care for the Health and Safety of himself and others including the use of necessary safety devices and protective clothing and co-operation with the trust in meeting its responsibilities under the Health and Safety At Work legislation.

### **Confidentiality**

Every employee is required to keep confidential all information relating to either a member of staff, patient or Trust business.

### **Note**

The duties of the post and the job description will be subject to variation from time to time as circumstance require, the above areas of responsibility being a guide to present requirements. Changes will only be made in consultation with the post holder.

This profile is not a definitive document. The post holder will be required to participate in personal development, development reviews and the post will be subject to job evaluation. As the Trust develops, it is crucial that the post holder contributes to the process of organisational development within the Service.



## PART E: GENERAL RESPONSIBILITIES

**Flexibility:** The postholder may be required to work at any of the Trust's sites in line with service needs.

**Infection Prevention and Control:** All Trust employees have duties under the "Health and safety at Work etc. Act 1974" which have a bearing on the prevention and control of infection in particular: Staff are expected to understand their responsibilities as outlined in the infection prevention and control policy and related guidelines, comply with all stated systems and maintain their knowledge of infection prevention and control relative to their role.

**Confidentiality, Data Protection, Freedom of Information and Computer Misuse:** All staff must ensure confidentiality and security of information dealt with in the course of performing their duties. They must comply with and keep up to date with Trust policies and legislation on confidentiality, data protection, freedom of information and computer misuse.

**Communication:** All staff should be able to communicate effectively with people who use services and other staff, to ensure that the care, treatment and support of people who use services is not compromised.

**Health, Safety, Security and risk management:** All staff are required to adhere to and act consistently with all relevant health and safety legislation and Trust policies and procedures in order to ensure that their own and the health, safety and security of others is maintained. This will include identifying and reporting all risks to health and safety, security of equipment and property, use of necessary safety devices and protective clothing and the achievement of the Trust's objectives in accordance with the Trust's risk management strategy and policies.

**Major Incident:** In the event of a major incident or civil unrest or other potential large scale service disruptions (e.g. Pandemic) all East of England Ambulance Service NHS Trust employees will be expected to report for duty on notification. All employees are also expected to play an active part in preparation for a major incident, civil unrest or other potential large scale service disruptions (e.g. Pandemic) and to undertake training as necessary.

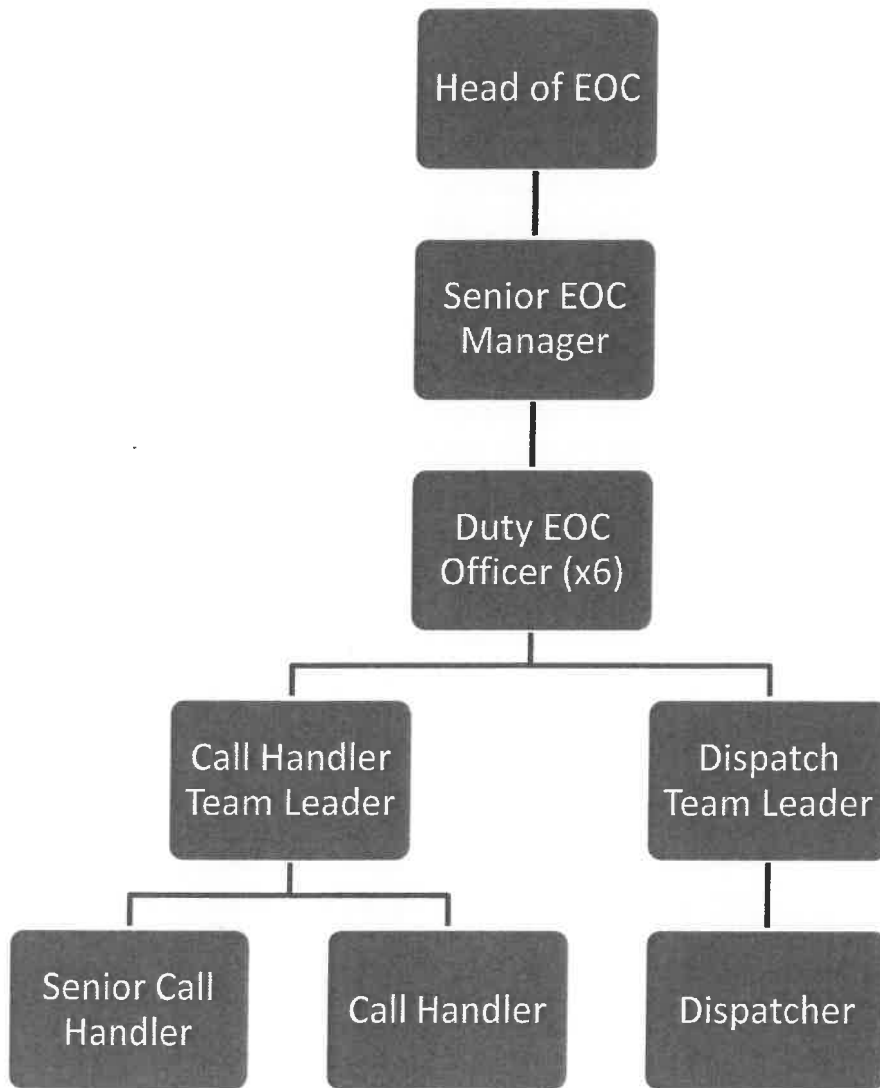
**Equality and Diversity:** Actively promote the Trust's commitment to equality and diversity by treating all patients, colleagues and visitors with dignity and respect and comply with related policies including Equal Opportunities Policy, Dignity at Work Policy, Recruitment and Selection Policy etc.

**Mandatory, job related training and CPD:** Take a proactive approach to own personal development in order to ensure that skills set is aligned to the demands of the role as it evolves and develops to meet the organisation's changing needs. This will include full participation in KSF and appraisal.

**Safeguarding children and vulnerable adults:** All employees have a responsibility for safeguarding and promoting the welfare of children. Further guidance can be sought from the Trust's Child Protection Lead.

**No Smoking Policy:** East of England Ambulance Service NHS Trust is a no smoking Trust and all staff must comply with the Trust's no smoking policy.

**PART F: STRUCTURE CHART**



**PART G: PERSON SPECIFICATION**

KEY COMPONENTS	E / D*	Assessed by application / interview / test / presentation
<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• 4 GCSEs at grade C or above (or an equivalent qualification) including English and Maths</li> <li>• RSA Level 3, (or equivalent keyboard skill)</li> <li>• EMD certification</li> <li>• EMD-Q certification</li> <li>• EMD Mentor</li> <li>• Instructional methods qualification (e.g. AET)*</li> <li>• NVQ in Team Leading*</li> <li>• First Aid/First Person On Scene qualification</li> <li>• Computer applications user qualification</li> <li>• European Computer Driving Licence (ECDL)</li> <li>• NVQ in customer service</li> <li>• ETC (Emergency TeleCommunicator)</li> </ul> <p>* or to be achieved within 12 months of appointment for existing staff</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p>	
<p><b>Skills and Knowledge</b></p> <ul style="list-style-type: none"> <li>• Sound knowledge of generic EOC policies and procedures</li> <li>• Competent in the use of IT such as windows based systems and also ICT such as telephony, email, fax</li> <li>• Awareness of quality issues</li> <li>• Knowledge of EOC policies &amp; procedures</li> <li>• High degree of MPDS audit compliance to ACE standards</li> <li>• Understanding of EOC escalation processes</li> <li>• Ability to use complex systems such as Call Vision (management of call taking capacity versus demand)</li> <li>• Understanding of medical terminology</li> <li>• Excellent listening skills</li> <li>• Effective verbal and written communication skills</li> <li>• Topographical skills(use of complex mapping techniques to aid location verification)</li> <li>• Work in an environment where decisions are based upon an ever changing set of disparate circumstances</li> <li>• Work on own initiative</li> <li>• Prioritise and undertake numerous tasks simultaneously</li> <li>• Remain calm under pressure</li> <li>• Work as part of a high performance</li> </ul>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	

	<ul style="list-style-type: none"> <li>team and promote this practice in others</li> <li>Numerate (mathematically competent)</li> <li>Ability to effectively delegate</li> </ul>	E E	
<b>Experience</b>	<ul style="list-style-type: none"> <li>3 years' experience in MPDS call handler role</li> <li>Customer service experience</li> <li>A minimum of 12 months previous experience at a supervisory or management level</li> </ul>	E  D E	
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>Willing to undertake any training necessary to fully carry out the duties of the post</li> <li>Evidence of self-development</li> <li>Self confidence</li> <li>Leadership</li> <li>Determination to meet targets</li> <li>Good judgement of dealing with emergency situations</li> <li>Willingness to learn</li> <li>Enthusiastic</li> <li>Supportive of others</li> <li>An interest in developing new staff through mentorship and coaching</li> <li>Observe the Data Protection Act and Caldicott</li> <li>Ability to work autonomously</li> </ul>	E  E E E E  E E E E E E  E  E	

**PART H: JOB DESCRIPTION RECORD**

This job description reflects the current main organisational priorities for the post. In the context of rapid change taking place within the NHS/Trust, these priorities will develop and change in consultation with the postholder in line with service needs and priorities.

Date Created:

Created by:

Postholder's signature: