

JOB DESCRIPTION

PART A: JOB DETAILS

JOB TITLE:	Senior Call Handler
AFC BAND:	4
HOURS:	37.5
DIRECTORATE:	Operations
DEPARTMENT:	EOC
REPORTING TO:	Call Handler Team Leader
BASE:	EOC (as specified)

PART B: JOB SUMMARY

Answer operational calls that come into the EOC. Utilise the chosen clinical triage software system in order to prioritise calls as soon as possible. Enter information into the Computer Aided Dispatch (CAD) system accurately and promptly. Provide pre-arrival advice to callers where appropriate.

The post holder will be expected to provide leadership and support to call handlers, specifically in terms of mentorship, reflective practice, on-going development.

PART C: KEY RELATIONSHIPS

- EOC Management Team
- General Public and Patients
- Emergency Services
- Healthcare Organisations
- Call Handler Team Leaders
- EOC Administrative Support
- Audit Team
- EOC Trainer

PART D: JOB SPECIFIC RESPONSIBILITIES

Main Duties:

1. Form part of a team of Call Handlers and Senior Call Handlers who will normally provide the first point of contact with telephone callers to the Trust, on a 24/7 basis, working rotating shifts. Where business continuity requires it, there may be a need to handle calls for one of the Trusts other two EOCs or to relocate to one of them on a temporary basis.
2. To respond to all incoming telephone calls to the EOC, giving emergency calls priority over non-emergency calls; placing lower priority callers on hold when required, to achieve this.
3. Ensure the timely and accurate answering and recording of all requests for emergency resources (including doctors urgent requests and routine calls) using the Computer Aided Dispatch and appropriate clinical triage software.
4. Receive and record telephone calls from a range of personnel including hospital staff; other Health Service professionals and other Emergency Services. Inform other emergency services/agencies (for example Police/Fire/Coastguard) of incidents that may require their attendance or awareness.
5. 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.
6. 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.
7. Provide advice to patients or 3rd party callers as directed by clinical triage protocols and procedures.
8. Provide support where required to call handlers on difficult or distressing calls or in an emergency situation.
9. Provide support to call handlers where there is a delay in location verification.
10. Exercise judgement and take decisions to support call handlers in addition to the MPDS process where the situation dictates an escalated level of response.
11. Act up to Call Handler Team Leader (CHTL) when required, covering breaks when necessary fulfilling the role of the CHTL as per the relevant job description. Provide supervision for the call handler team.
12. Liaise with the Dispatch Team Leader to provide an effective link between call handler and dispatch, specifically for escalation or patient/crew safety issues.

13. Provide specific mentoring role to new call handlers, including carrying out call handler 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.
14. Providing support to newly certified call handlers after their initial mentoring period.
15. Carry out reflective practice in line with EMD-Q requirements, providing information to the EOC management team where appropriate.
16. Provide call handler training where required in conjunction with the EOC training team.
17. Ensure ICT systems are used appropriately, and report systems failures to the Call Handler Team Leader/Duty EOC Officer. In the event of a systems failure all staff are required to initiate any appropriate steps in line with standard operating procedures, to support the EOC in maintaining business continuity.
18. To be able to carry out the manual taking of calls on the appropriate forms when electronic methods are unavailable or inappropriate.
19. To produce, maintain and collate appropriate control records, complying with administrative procedures in accordance with Trust policy.
20. 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. To take over calls from call handlers when a more senior intervention is required on difficult or distressing calls.
21. 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.
22. Ensure polite, efficient and appropriate communications exist at all times with their clients, e.g. patients, relatives, purchasers, medical and other NHS emergency service personnel.
23. Deal with highly emotional, verbally aggressive, abusive or threatening callers and defuse such situations when appropriate, often under difficult and hostile circumstances.
24. 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.
25. 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.

26. Dealing with distressed patients and relatives, including traumatic situations such as death.
27. Identify to the Call Handler 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.
28. Liaise with the Clinical Support Desk (CSD) so that patients who can safely be referred to other care pathways other than a direct EEAST response are identified, either through MPDS protocols or based on other relevant information gained during the call by the Call Handler.
29. 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.
30. During frequent intense periods of demand, prioritise tasks and undertake numerous tasks simultaneously, to ensure effective service delivery.
31. To ensure high priority is given to the safety and well-being of all staff during the course of their duties, and to ensure appropriate action is taken. Report any incidents of concern to the Call Handler Team Leader/Duty EOC Officer.
32. Promptly refer any issues/concerns outside the scope of the post holder's responsibilities to the Call Handler Team Leader/Duty EOC Officer.
33. Working knowledge of the Trust's Major Incident Procedures, Trust's Policy and Procedures and the relevant EOC procedural document.
34. Undertake professional development plans and/or appraisals in order facilitate Continuous Dispatch Education to maintain the Medical Priority Dispatch qualification.
35. 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.
36. Maintain confidentiality in relation to personal data held in accordance with the Data Protection Act and Trust Caldicott Guardianship principles.
37. 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.
38. Carry out tasks relating to evaluating services e.g. staff questionnaires, audits and equipment trials.

39. To provide statements and attend Court to give evidence as and when required. To provide support to Call Handlers in this situation.
40. 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). Taking action and escalating where call demand is outstripping call handler numbers in line with agreed procedures.
41. Work as an effective member of a high performance team, ensuring self awareness of surrounding environment and events.
42. As and when required, to cover other roles in the EOC, commensurate with individual levels of training.
43. To perform other tasks in keeping with the post and commensurate with their training as required by their Line Manager.
44. 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.
45. When directed, 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.
46. To respond to media enquiries by referring the enquiry onto the Call Handler Team Leader/Duty EOC Officer, or other Trust representative.
47. 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 Call Handler Team Leader or the Communications Department.
48. 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 a Call Handler Team Leader/Duty EOC Officer.
49. Sitting in front of a visual display screen for long periods of time, with restricted movement. (Subject to current health and safety regulations).
50. To assist in keeping the EOC clean and tidy.

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.

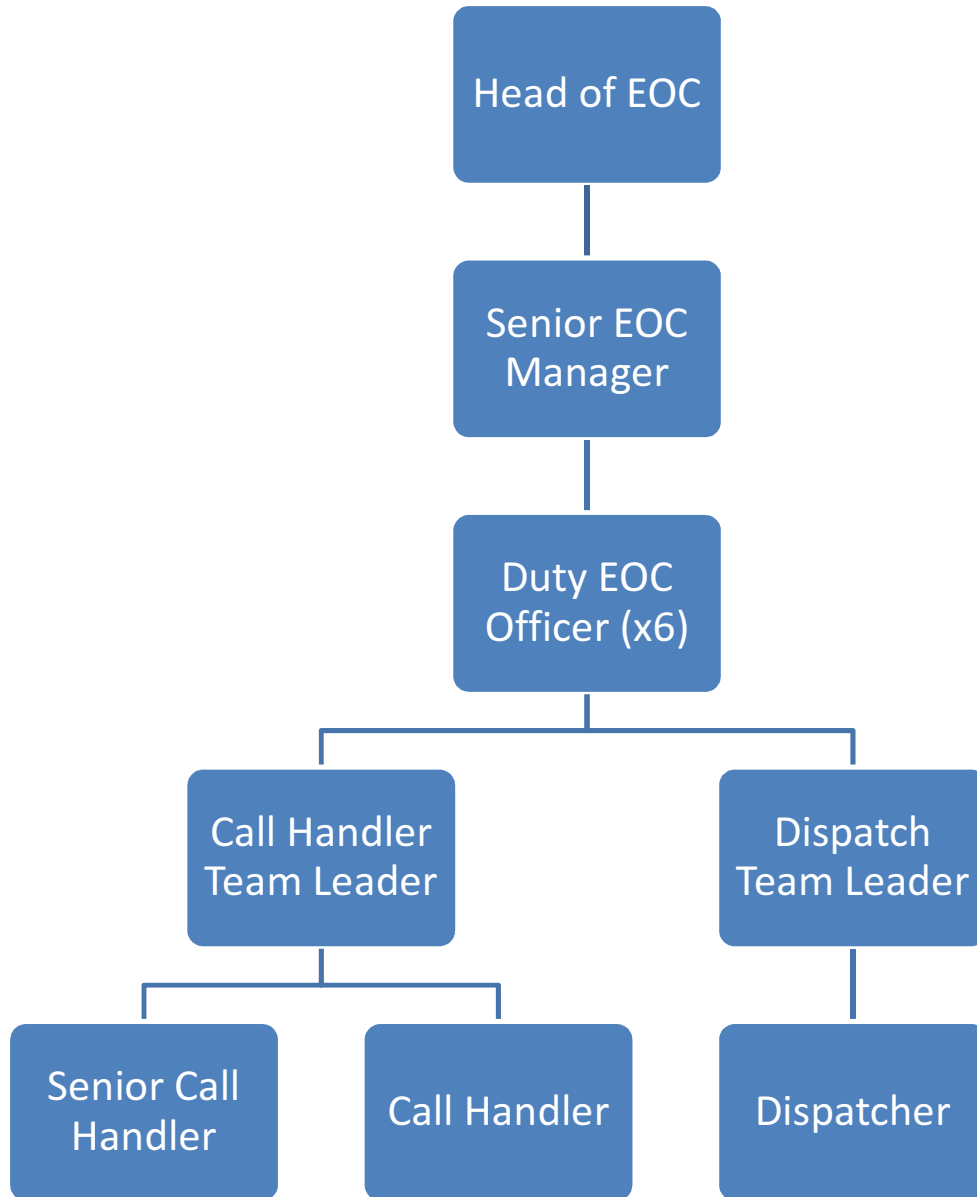
Equality and Diversity: Actively promote the Trust's commitment to equality and diversity by treating all patients, colleagues and visitors with dignity and respect and comply with related policies including Equal Opportunities Policy, Dignity at Work Policy, Recruitment and Selection Policy etc.

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 protecting, safeguarding and promoting the welfare of children and vulnerable adults. Further information about the Trust commitment to this and your responsibilities can be sought from the Trust's Child Protection Leads.

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



	<ul style="list-style-type: none"> • Customer service experience • Experience in training within call centre environment 	D D	
Personal Attributes	<ul style="list-style-type: none"> • Ability to act up for CHTL role • Leadership • Determination to meet targets • Ability to judge priorities when dealing with emergency situations • Willingness to learn and • Enthusiastic • Observe the Data Protection Act and Caldicott • Developing staff through mentorship and coaching Flexibility to work rota hours and additional hours as required • Willing to undertake any training necessary to fully carry out the duties of the post • An interest in developing new staff through mentorship and coaching 	E E E E E E E E E D	

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: