

JOB DESCRIPTION

PART A: JOB DETAILS

JOB TITLE:	Primary Care Shift Leader
AfC BAND:	4
HOURS:	37.5 p w
DIRECTORATE:	Primary Care
DEPARTMENT:	Norfolk, Bedford and Essex Primary Care
REPORTING TO:	Primary Care Operations Manager / Contact Centre Manager (depending on location)
BASE:	

PART B: JOB SUMMARY

The Primary Care Call Centre Shift Leader is principally responsible for the efficient and effective operation of the Primary Care Call Centre. The role of the Shift Leader is to lead through example, provide direction, supervision, feedback and support to the Health Advisors, Clinicians and Dispatchers, ensuring that all operational calls that come into the Primary Care Call Centre are answered promptly: that the clinical triage software (such as Adastra and NHS Pathways) is applied in order to facilitate the right outcome for the patient / client and that information is entered into the various software packages accurately and efficiently.

The post holder is also responsible for ensuring that call handling staff fulfil their roles to the standard set for their position within the centre. To be accountable for the shift and what occurs on the shift. To document accurately and in a timely manner all events that occurs on shift. To be accountable for the service levels, staffing levels and general running of the shift whilst on duty. To liaise, and work with, the Primary Care Manager and the Primary Care Administrator to ensure the smooth running of the Call Centre. To be knowledgeable in all clients that are contracted within the Call Centre and to fully engage with all clients contracted within the Call Centre. To ensure that patient safety and client satisfaction is priority.

The position requires interaction not only with the public but with other healthcare professionals, non-healthcare professionals, emergency services and community organisations.

The Primary Care Call Centre has a 24-hour function and it is a requirement of the job that Shift Leaders will be available to work evenings, weekends and bank holidays, including Christmas Day and Easter, according to the duty rota.

PART C: KEY RELATIONSHIPS

AD Primary Care, GM Primary Care, all PC Operational managers, HEOC staff, Headquarters Staff, all Trust Staff, other Emergency Services, other Healthcare Providers, Adastra and other software providers

PART D: JOB SPECIFIC RESPONSIBILITIES

1. To manage and be responsible for the day-to-day running of the Primary Care Call Centre on a 24/7 basis (365 days per year).
2. In consultation with the Primary Care Manager, be responsible for the provision of a quality service and ensure the prompt professional delivery of that service.
3. To promote and enhance the image of the Trust at all times, in accordance with Trust Policy and Procedures, promoting good relations with the public, patients and other health and social care professionals through effective communication skills.
4. Demonstrate absolute professionalism, integrity and confidentiality for all patients, their families, Trust staff and those from other agencies in accordance with the Data Protection Act and Trust Caldicott Guardianship principles.
5. Performance monitoring of the service provided by the call centre for the individual shift, which includes: Monitoring call activity and ensuring that staff are available and ready to respond to all incoming calls, updating the On call Manager of any delays in answering calls and apply escalation plans when (or, if possible, before) delays occur.
6. To ensure the service meets the National Quality Requirements (NQR's) in the delivery of 111, and meets all KPI's for all other relevant Primary Care services.
7. To be able to undertake all supervisory and call handling duties within the Primary Care Call Centre, and demonstrate full competencies in both roles.
8. Monitor performance of all services and should demand require, assist with answering calls as promptly as possible. Advise the Primary Care Manager of any anticipated periods of reduced Call Handler cover at the earliest opportunity and to take the necessary steps to ensure / attempt full shift cover.
9. When necessary and on instruction from the OOH service, to ensure the manual dispatching (via Adastra) of all calls, within determined timeframes, to

both internal and external provider services, ensuring that all calls are received and acknowledged by the recipient. To ensure accurate and appropriate clinical information is passed as required to other health and social care professionals as necessary.

10. To ensure that the Primary Care Call Centre maintains a high level of clinical safety, reporting all clinical incidents to the Primary Care Manager as a priority and logging all incidents on Datix for investigation and review.
11. In consultation with the Primary Care Manager, to receive and investigate complaints regarding the call handling service, both verbal and written, and act on the outcome. To audit complaints in relation to individual staff so that, where necessary, appropriate action can be taken.
12. To act on any identified LTE and ensure an appropriate response is despatched to the patient.
13. To undertake Primary Care Health Advisor appraisals and PDR's. Undertake professional development plans in order facilitate Continual Professional Development (CPD), in particular NHS Pathways Training to maintain the NHS Pathways accreditation.
14. In line with current legislation, to be responsible for recording necessary information in the Primary Care Call Centre Log Book and End of Shift Report. To produce reports on any information received as and when requested.
15. In conjunction with the trainers and other managers, ensure that Call Handlers are kept fully updated of changes in policies and procedures and that these are implemented appropriately with minimal delay.
16. Working knowledge of the Trust's Policies, Procedures and service Standard Operating Procedures (SOP's) and to ensure staff work to these. To be familiar with Disaster and Contingency Procedures, and the manual method of logging calls on the appropriate forms when electronic methods are unavailable or inappropriate, and to support and guide Call Handlers in these practices.
17. To ensure effective and thorough handover of shift from both Health Advisors and Shift leaders to the next team on duty. To ensure all shift reports are completed and to produce, collate and maintain appropriate control records, complying with administrative procedures in accordance with Trust policy.
18. To ensure patient records and the Aداstra database are maintained and up-to-date. Update database information when incorrect details are identified or highlighted by a stakeholder, or where new information is received from any appropriate party.
19. Run Special note report to ensure records are up to date in Aداstra and communicate with individual surgeries to ascertain whether patients are still required to be flagged as such on the system.
20. Check failed fax queue and deal with any outstanding items as necessary.
21. Monitor the amalgamation queue and ensure all items are dealt with promptly.

22. To work effectively in a team environment by supporting, communicating and liaising with all members of staff as necessary. 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 where issues are identified. Report any incidents of concern to the Primary Care Manager and on Datix as appropriate.
23. To ensure the timely completion of Return to Work interviews and sickness return forms of the call centre staff, reporting to the Primary Care Manager any concerns regarding sickness absence. To assist with the operational day-to-day duties of the call centre to include staff rotas, annual leave, sickness cover, time sheets, accurately inputting all data onto GRS and ensuring the Primary Care Manager is informed.
24. In consultation with the Primary Care Manager, to be responsible for the performance, supervision and welfare of those staff members operating under the direction of the post holder in line with Health and Safety Regulations. To identify and encourage good practice and objectively manage poor performance. To keep clear File Notes where issues are identified and to assist with putting action plans into place to support and improve staff performance.
25. During their shift, the Primary Care Shift Lead is responsible for the guidance, support and supervision of all Call Handlers on duty, mentoring and developing them.
26. To attend relevant meetings regarding the Primary Care Call Centre service and operation as and when required and to liaise with other departments within the Trust and external providers, as required.
27. To provide statements and attend Court to give evidence as and when required.
28. It may be necessary to redeploy staff to an alternative location i.e. Norwich, Chelmsford or Bedford as part of the disaster recovery processes in the event of a major incident to ensure continuity of service.
29. To ensure the backup tape is changed on a daily basis when necessary, and to report any issues with this to Adastra.
30. Manage Call Handlers' breaks in line with Trust policy wherever possible, while attempting to maintain adequate available levels of staffing to effectively manage demand.
31. Be prepared to intervene and either advise on, or take over, calls from 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 trainer / Primary Care Manager.
32. Dealing with and supporting distressed patients, relatives and staff in traumatic situations such as death and bereavement, and for other calls which may be emotionally disturbing or upsetting. Where Call Handlers are

affected by the content of a call be aware of (and initiate where necessary) appropriate staff support procedures.

33. 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.
34. 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 Call Handlers are also prioritising appropriately in these areas.
35. Identify to the Primary Care Manager 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 and to log a referral through SPOC.
36. Any other duty commensurate with individual's level of training that the Trust deems necessary.

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.

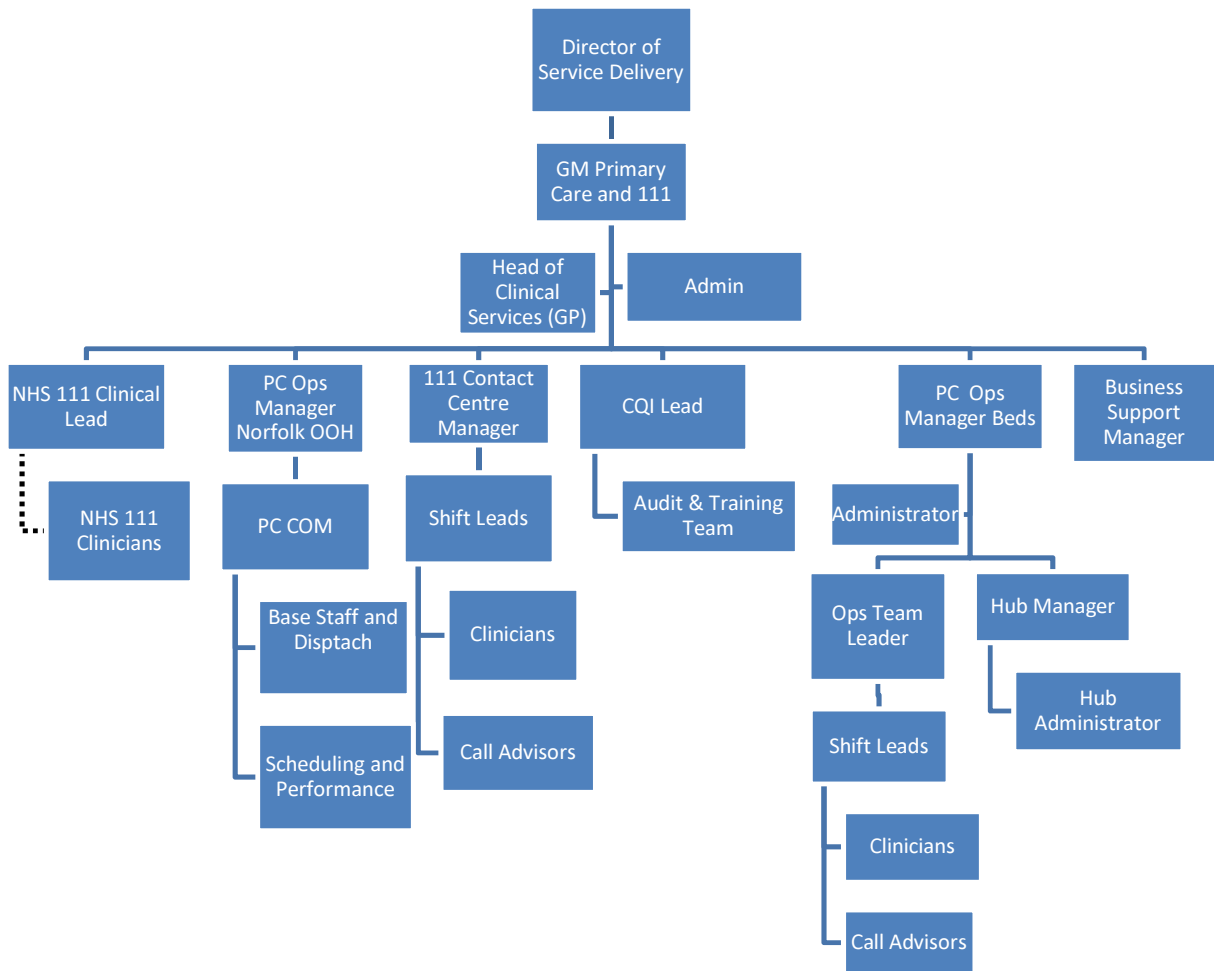
Mandatory, job related training and CPD: Take a proactive approach to own personal development in order to ensure that skills set is aligned to the demands of the role as it evolves and develops to meet the organisation's changing needs. This will include full participation in KSF and appraisal.

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.

Data Quality: It is the responsibility of all employees to ensure data is of a high quality standard, in order to support the Trust in providing a quality service. Data must be accurate, valid, reliable, timely, relevant and complete. For further information on the Trust's commitment to this, please refer to the Trust's Data Quality Policy.

PART F: STRUCTURE CHART



PART G: PERSON SPECIFICATION

Person Specification

Job Title: Shift Leader

	Essential	Desirable
Qualifications / Attainments:	<ul style="list-style-type: none">• Good standard of education with a minimum of 5 GCSEs grade C or above, or equivalent• Trained in the Adastra system (or the ability to achieve upon commencement of employment)• NHS Pathways Qualification (or the ability to achieve upon commencement of employment)• GRS trained (or ability to achieve upon commencement of employment)• Management / Supervisory qualification (or ability to achieve within 12 months)• A recognised First Aid Qualification (or ability to achieve within 12 months)	

Experience:	<ul style="list-style-type: none">• 12 months recent supervisory experience• Experience of effectively managing teams• Experience within a customer care environment• Experience working in a pressurised environment• Previous experience of working in a call centre environment	<ul style="list-style-type: none">• Previous experience of working within the NHS
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Skills and Knowledge:	<ul style="list-style-type: none"> • Understanding of the role of a call centre • Commitment to continuous professional development (CPD) • Articulate and consistent approach to work • Ability to lead a team • Methodical and accurate approach to problem solving • IT / Computer skills, accurate keyboard skills • Decision making skills • Leadership skills • Prioritising skills • Ability to train and develop staff • Ability to learn new systems and procedures quickly and effectively • Clear written, listening and verbal communication skills • Good geographical knowledge of the East of England region • Strict adherence to confidentiality protocols • Ability to multi-task 	<ul style="list-style-type: none"> • Understanding of NHS 111 and OOH services • Understanding of the role of A&E Service • Understanding of the Emergency Dispatch Procedures • Underpinning knowledge of the changing nature of Ambulance response times • Audit knowledge and previous experience of auditing and performance management
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Personal Attributes	<ul style="list-style-type: none"> • Responsive, professional and positive attitude • Prioritise and plan workload with minimum supervision • Good interpersonal skills • Flexible and adaptable in the face of change • Ability to resolve conflict in a fair and impartial manner • Sensitive to confidentiality • Assertive • Resilient • Innovative • Smart in Appearances • Calm, pleasant and courteous manner • Physically fit to undertake duties required • Good attendance record in previous posts • Excellent attention to detail 	
Other specific requirements	<ul style="list-style-type: none"> • Confident • Enhanced Criminal Records Bureau clearance • Clean driving licence 	Experience of a Quality Management System

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: April 2014

Created by: General Manager Primary Care and 111

A handwritten signature in blue ink, appearing to be 'WQ', is positioned above the signature label.

Postholder's signature: