

## JOB DESCRIPTION

### PART A: JOB DETAILS

<b>JOB TITLE:</b>	<b>Primary Care Call Centre Supervisor</b>
<b>AFC BAND:</b>	<b>4</b>
<b>HOURS:</b>	<b>37.5 p w</b>
<b>DIRECTORATE:</b>	<b>Primary Care</b>
<b>DEPARTMENT:</b>	<b>Bedford Primary Care</b>
<b>REPORTING TO:</b>	<b>Primary Care Operations Manager</b>
<b>BASE:</b>	It is anticipated that all Directors will either be based at the new Headquarters and/or will be expected to work from the new premises for at least part of their working week.

### PART B: JOB SUMMARY

The Primary Care Call Centre Supervisor is primarily responsible for the efficient and effective operation of the Primary Care Call Centre. 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.

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

### PART C: KEY RELATIONSHIPS

Head of Primary Care, Dispatch Centre Staff, Dispatch Manager, Headquarters Staff, all Trust Staff, other Emergency Services, other Healthcare Providers, Adastra, Central Resourcing.

## **PART D: JOB SPECIFIC RESPONSIBILITIES**

1. To manage and be responsible for the day-to-day running of the Primary Care Call Centre.
2. In consultation with the General Manager Primary Care, to 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.
5. In consultation with the General Manager Primary Care, to assist in workload analysis and performance monitoring of the service provided by the call centre.
6. To ensure the service meets the National Quality Requirements in the delivery of OOH Services and meets all KPI's for all other primary care services.
7. To be able to undertake all supervisory and callhandling duties within the Primary Care Call Centre.
8. To be fully competent in all areas of the Primary Care Call Centre role and demonstrate this when undertaking callhandling within the Primary Care Call Centre.
9. In consultation with the General Manager Primary Care, to produce electronic reports from the operational software system as and when required.
10. To ensure the manual dispatching (via Adastra) of all calls, within set timeframes, to other provider services, ensuring that all calls are received and acknowledged by the recipient.
11. To ensure accurate and appropriate clinical information is passed as required to other health and social care professionals as necessary.
12. To ensure that the Primary Care Call Centre maintains a high level of clinical safety, reporting all clinical incidents to the General Manager Primary Care as a priority and reporting all incidents on Datix for investigation and review.

13. In consultation with the General Manager Primary Care, to receive and investigate complaints regarding the callhandling 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.
14. To act on any identified LTE and ensure an appropriate response is despatched to the patient.
15. To liaise and communicate with other agencies eg Aadastra, PCTs (Primary Care Trusts) and other health and social care providers, as required, to ensure an appropriate response for the patient.
16. 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.
17. To oversee system upgrades, ensuring all staff are fully trained and familiar with any new implementation or service line.
18. To ensure that a highly-professional image is maintained with all users of the Primary Care Call Centre, including both the general public and our own staff, and, in particular, the operational staff.
19. To maintain a close operational relationship with the (CSD) Clinical Support Desk and Emergency Dispatch, ensuring the effective utilisation of additional services. These may include, but not be restricted to, HFERN (Hertfordshire Forensic Examiners Response Network), Early Intervention and Prevention of Admission Teams, ECP's.
20. To promote a continuous programme of quality improvement within the Primary Care Call Centre through a proactive approach towards service development.
21. To ensure staff are working within Trust Policies & Procedures and SOGs (Standard Operating Guidelines).
22. To undertake Primary Care Callhandler appraisals and PDR's and act on issues highlighted.
23. To ensure all Primary Care Callhandlers are appropriately qualified, undertaking regular training as per CPD (Continued Professional Development) and related service needs, and highlight any training required to the Primary Care Call Centre Manager .

24. To work with the Information Technology and service development departments to continuously improve and enhance IT systems and the Adastra Hub.
25. To ensure effective and thorough handover of shift from both Callhandlers and Supervisors to the next team on duty.
26. To ensure Adastra database is maintained and is up to date.
27. To report any software issues and service problems to Adastra and other agencies, as necessary.
28. To ensure appropriate procedures are followed with regard to radio and telephone communications and Aremote devices.
29. To work effectively in a team environment by supporting, communicating and liaising with all members of staff as necessary.
30. To ensure all shift reports are completed and the necessary management information is prepared and presented, as required.
31. To actively ensure that the Primary Care Call Centre is kept to a reasonable level of cleanliness and hygiene.
32. To maintain awareness and identify Chemical Biological Radiological and Nuclear (CBRN) incidents and activate the CBRN Plan.
33. To ensure the timely completion of return to work interviews and sickness return forms of the call centre staff, reporting to the Primary Care Call Centre Manager any concerns regarding sickness absence.
34. To manage and undertake the operational day-to-day duties of the call centre to include staff rotas, annual leave, sickness cover, overtime payments and time sheets, accurately inputting all data onto GRS.
35. In consultation with the General Manager Primary Care, 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.
36. To investigate staff grievances and complaints in line with Trust Policy, as required.
37. To assist with and undertake staff recruitment for the Primary Care Call Centre.
38. 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.

39. To assist with project work as and when required.
40. To provide statements and attend Court to give evidence as and when required.
41. To ensure the back up tape is changed on a daily basis during day shift.

## **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

**PART G: PERSON SPECIFICATION**

**Person Specification**

**Job Title: Out Of Hours Call Centre Supervisor**

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

<b>Experience:</b>	<ul style="list-style-type: none"> <li>• 12 months recent supervisory experience</li> <li>• Experience of effectively managing teams</li> <li>• Experience within a customer care environment</li> <li>• Experience working in a pressurised environment</li> <li>• Previous experience of working in a call centre environment</li> </ul>	<ul style="list-style-type: none"> <li>• Previous experience of working within the NHS</li> </ul>
<b>Skills and Knowledge:</b>	<ul style="list-style-type: none"> <li>• Understanding of the role of a call centre</li> <li>• Understanding of the role of A&amp;E Service</li> <li>• Commitment to continuous professional development</li> <li>• Articulate and consistent approach to work</li> <li>• Ability to lead a team</li> <li>• Methodical and accurate approach to problem solving</li> <li>• IT/Computer skills</li> <li>• Decision making skills</li> <li>• Leadership skills</li> <li>• Prioritising skills</li> <li>• Ability to train and develop staff</li> <li>• Ability to learn new systems and procedures quickly and effectively</li> <li>• Accurate keyboard skills</li> <li>• Clear written, listening and verbal communication skills</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of the Emergency Dispatch Procedures</li> <li>• Underpinning knowledge of the changing nature of Ambulance response times</li> </ul>

<b>Personal Attributes</b>	<ul style="list-style-type: none"><li>• Responsive professional and positive attitude</li><li>• Prioritise and plan workload with minimum supervision</li><li>• Good interpersonal skills</li><li>• Flexible and adaptable in the face of change</li><li>• Ability to resolve conflict in a fair and impartial manner</li><li>• Sensitive to confidentiality</li><li>• Assertive</li><li>• Resilient</li><li>• Innovative</li><li>• Smart in Appearances</li><li>• Calm, pleasant and courteous manner</li><li>• Physically fit to undertake duties required</li><li>• Good attendance record in previous posts</li></ul>	
----------------------------	---	--

## **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: 6 June 2011

Created by: Primary Care Ops Manager

Postholder's signature: