

## JOB DESCRIPTION

### JOB DETAILS

<b>Job title:</b>	Call Handler
<b>Band:</b>	Band 3
<b>Location:</b>	The First Point of Contact Centre (FPCC), Waterwells, Tri Services Centre, Quedgeley
<b>Accountable to:</b>	Operational Manager

### JOB PURPOSE

- To provide a frontline service in answering incoming mental health related calls to the First Point of Contact Centre (Care Navigation Service), including distressed patients, patients family, colleagues, ambulance, police, partner agencies (this list is not exhaustive).
- To work closely within a multi-disciplinary team to provide call handler and administration support in accordance with the requirements of the service as led by the Team Manager/Line Manager.
- To project the professional image of the business through demonstrating excellent customer care in all activities
- To adopt a constantly flexible approach to ensure that all individual and team objectives are completed efficiently and within given timescales
- To be responsible for a number of office systems including ordering stationery, petty cash, payment of invoices and photocopier control.
- To maintain confidentiality at all times

### DIMENSIONS

- The service is the first stage in the Trust's care navigation system receiving requests using contact methods, including letters, e-mail and telephone.
- The hours are 37.5 per week and require working as part of a shift rota over 7 days a week.
- The service focus will be to ensure callers and/or requests are managed efficiently and directed to the appropriate person/resource in the Trust in the most effective manner. The right service at the right time.
- Where the request is for advice or a specialist opinion, the centre staff will link the request to either internal or external sources in a timely manner. The intention will be to leave the caller feeling valued and satisfied with the outcome, before ending the contact. Where an immediate response for advice/specialist opinion is not available staff will work to an agreed response time, which will be shared with the person making the request.

### CORE KEY RESPONSIBILITIES

- Communicating effectively with a wide range of people including patients who could be distressed, colleagues, team managers and members of the public, ensuring at all times that a professional approach is presented.

- To use core key skills to de-escalate and manage distressed, vulnerable and challenging patients who have made contact with the service and may be feeling suicidal.
- Transferring internal and external calls, mail, e-mails and taking messages, ensuring that all requests/issues are actioned or passed on and followed up in a timely manner.
- Using Microsoft office applications such as Microsoft Word for word processing.
- Actively participating in team meetings and discussions with colleagues and manager to make constructive suggestions as to how services could be improved within own work area, and implementing such changes with guidance from line manager
- As far as possible within own role, ensure a professional, proactive service is provided to callers, including helping as far as possible with the absence of colleagues to deal with enquiries and avoid potential delays and/or problems
- Ensuring that all departmental spreadsheets and Information Systems are accurate and are kept up to date
- Prioritise own workload, organising work to meet priorities and highlighting to appropriate colleagues when potential problems may occur
- Keep all files, systems, and paperwork up to date in line with departmental procedures, highlighting any difficulties or potential issues to the line manager
- Ensure all paperwork is filed or shredded promptly and securely
- Carrying out general administrative tasks for the department to agreed standards and timescales, e.g. photocopying, sending out correspondence and documents, etc.
- Order office stationary as necessary
- Undertake other support functions as requested by the Team Manager
- Acts in ways that; support equality and value diversity. Treat everyone with whom you come in contact, with dignity and respect & recognise and report behaviour that undermines equality and diversity

## SPECIFIC KEY RESPONSIBILITIES

- Answer incoming calls as first point of contact promptly and enter details onto the computerised system, ensuring that accurate collection of demographic details of callers is taken in a professional manner using appropriate software.
- Following patient and administration pathways and Service protocols to assist in the prioritisation and transfer of clinical and information calls, within timescales as laid down by the Service specification.
- Good communications skills required to analyse each call using active and empathetic listening, undertaking specialist induction training and continually updating and improving skills.
- Utilisation of acquired skills in management of challenging calls and safeguarding children concerns, having knowledge of escalation policies and emergency procedures as necessary.
- To immediately inform the Operational Team Manager/Duty supervisor of any issue affecting service delivery.
- Ensure that correspondence to the caller/referrer/other is sent out in a timely manner.

- To provide simple health information advice, materials and signposting in accordance with NHS policies and approved sources.
- To maintain an accurate information system and support data information by timely inputting of data on designated data collection programmes and databases, supporting the regular collation and reporting of data as per the Service specification. This will include access to more than one database simultaneously on screen.
- Support line management through undertaking additional delegated administrative tasks when required to support effective service delivery.
- Ability to act as mentor for new call handlers to help them develop and achieve role competencies.
- To adapt to new technological solutions that include the use of multiple computer screens and voice to text software.
- Making arrangements such as travel, taxi's and accommodation (where necessary)

## ORGANISATIONAL CHART



## COMMUNICATIONS AND WORKING RELATIONSHIPS

- All concerned with the care of the service-user whilst maintaining confidentiality within the relevant guidance and legislation. This includes: the Service User who may have difficulty/inability to communicate due to sensory impairment and / or their mental health state and / or may not have a good command of English; including -
- Service users and carers
- Multidisciplinary teams within the trust and partner agencies, Crisis Resolution & Home Treatment Team (CRHT), Recovery, Gloucestershire Recovery in Psychosis Team (GRIP) and AOT
- Other specialist teams both within and outside the Trust
- Professional leads
- Inpatient staff
- Community staff
- Voluntary and statutory agencies including employment, education, housing and leisure services
- Police and probation services and county and district councils services
- Educational departments
- Accident & Emergency Department

- Child Protection Unit
- Approved Social Workers
- Transport providers

## **EFFORT AND HEALTH & SAFETY FACTORS**

- Working with service users in distress and who may be suicidal, hostile, confused and have difficulty communicating and as a result may pose risks to themselves or the safety of others
- Working entirely on the telephone.
- Long periods of intense concentration are required regularly throughout the shift
- Working to deadlines, ensuring they are met and work is produced to a high quality standard
- Exposure on a daily basis to a VDU
- Emotional upset due to content of the work
- Concentration is required for a high proportion of the time especially when entering details onto the system
- Exposure to frequent interruptions
- Some requirement for manual handling of light loads up to 11 kilograms

## **MOST CHALLENGING PART OF THE JOB**

- Re-prioritisation of call handling and administrative tasks throughout the day based on urgency of need
- Working within a rapidly changing service, within budgetary limits
- Reacting positively and appropriately to callers / carers who may be distressed or abusive on the telephone
- Having to organise and prioritise workload in an environment with constant interruptions and a necessity to manage numerous data items at once
- Reacting positively and appropriately to emergency situations
- Dealing effectively with very busy situations on a regular basis

## **GENERIC RESPONSIBILITIES – ALL POST / ALL EMPLOYEES**

The following are applicable to all posts and all employees:

### **Trust Values**

The post holder will be expected to work in line with the Trust values which are:

- Working together
- Always improving
- Respectful and kind
- Making a difference

## **General Duties**

To undertake any other reasonable duty, which is appropriate to the band when requested by senior staff.

To be familiar with and comply with all Trust and departmental policies, procedures, protocols and guidelines.

To demonstrate an understanding and commitment to Trust values and Staff Charter.

## **Professional and Personal Development**

All staff must ensure that they are aware of their responsibilities by attending the Trust Mandatory Training and Induction programme.

All staff will have a formal appraisal with their manager at least every 12 months. Once performance/training objectives have been set, the staff member's progress will be reviewed on a regular basis so that new objectives can be agreed and set, in order to maintain progress in the service delivery.

Those with management/supervisory responsibility are required to ensure that their direct reports have an appraisal in line with Trust policy.

All staff will be expected to take responsibility for their own professional development and will be supported by the Trust to achieve development opportunities as appropriate.

## **Infection Control**

All staff have a responsibility to ensure that infection control policies, procedures and guidelines are adhered to and to support the Trust's commitment to preventing and controlling healthcare associated infections (HAI).

## **Health and Safety**

All staff have a responsibility to maintain health and safety of self and others within the performance of duties in accordance with Trust health and safety policies, and to undertake specific health and safety responsibilities as directed. All staff have a responsibility to adhere to the Trust's Risk Management Policies & Procedures.

All staff are required to contribute to the control of risk, and must report immediately any incident, accident or near miss involving patients, service users, carers, staff, contractors or members of the public using the Trust Datix system.

## **Confidentiality**

All staff may gain or have access to confidential information about the diagnosis or treatment of patients, information affecting the public, private or work related staff information, or Trust matters. A breach of confidentiality will have occurred where any such information has been divulged, passed (deliberately or accidentally) or overheard by any unauthorised person or person(s). Breaches of confidentiality can result in disciplinary action, which may involve dismissal.

All staff must maintain a high standard of quality in corporate and clinical record keeping, ensuring information is always recorded accurately, appropriately and kept up to date. Staff must only access information, whether paper, electronic or in other media which is authorised to them as part of their duties.

All staff must ensure compliance with the data protection legislation.

### **Safeguarding: Adults and Children (Section 11 of the Children Act 2004)**

Safeguarding: Adults (Care Act 2014) and Children (Section 11 of the Children Act 2004)

Every member of staff has a responsibility to be aware of and follow at all times, the relevant national and local policy in relation to safeguarding children and safeguarding adults. This includes keeping up to date with relevant training and seeking supervision.

### **Freedom of Information**

All members of staff must be aware of their responsibilities under the Freedom of Information Act 2000. The Act gives individuals or organisations the right to request information held by the Trust. Staff must manage information they hold in such a way that meets the requirements of the Act. All requests for disclosures under the Act must be passed to the Freedom of information Officer.

### **Working on Non-Trust Premises**

All staff when working on non-Trust premises are bound by Trust policies and procedures, including home working policy; IT security policy; email and internet acceptable use policy information.

### **Smoke Free Premises**

The Trust is committed to protecting and improving the health and welfare of staff, service users, carers, visitors and contractors, and protecting smokers and non-smokers from the health dangers of second-hand smoke. Therefore all Trust premises are 'smoke free' and staff (and external contractors and visitors) must refrain from smoking in Trust buildings, vehicles and grounds.

### **Diversity and Promoting Dignity at Work**

The Trust recognises the contribution of all employees to deliver responsive and quality services. We expect staff to value and respect the diversity of those who use or contact our services and to respond to the differing and diverse needs of others. We aim to have an environment free of bullying or harassment which would create an intimidating and unpleasant atmosphere impacting on staff wellbeing and service delivery. We want staff to be able to report issues knowing they will be dealt with promptly and sensitively.

All forms of bullying and harassment are unacceptable and will not be tolerated.

This job description seeks to provide an outline of the duties and responsibilities of the post. It is not a definitive document and does not form part of the main statement of Terms and Conditions. The job description will be reviewed as part of the annual appraisal process and will be used as the basis for setting objectives.

### **Data Quality**

The Trust recognises the role of reliable information in the delivery and development of its services and in assuring robust clinical and corporate governance. Data quality is central to this and the availability of complete, comprehensive, accurate and timely data is an essential component in the provision of high quality mental health services. It is therefore the responsibility of all staff to ensure that where appropriate, information is recorded, at all times, in line with the Trust's Policy and Procedures for Data Quality

This job description seeks to provide an outline of the duties and responsibilities of the post. It is not a definitive document and does not form part of the main statement of Terms and Conditions. The job description will be reviewed as part of the annual appraisal process and will be used as the basis for setting objectives.

### **Physical Intervention Descriptors Working Well Pre-employment Assessment**

**Breakaway** – Practical training in Breakaway techniques is intended to enable staff to reduce the likelihood, and risk of personal injury due to aggressive verbal or physical behaviour of others by providing evasion and self-protection strategies (**clinical and non-clinical**). Training involves a degree of physical exertion; trainees are required to stand for the duration of the practical training session and to make controlled body movements. This will include the ability to adopt a stable body position to prevent being pulled or pushed off balance, be able to shift body weight rapidly, and to achieve some limited rotation of the torso.

*Generic job descriptions are a general outline for a given banding for a number of related posts. The detail of how the role is delivered and areas of application can therefore change from post to post.*

## PERSON SPECIFICATION

**Job title:** Call Handler  
**Band:** Band 3  
**Location:** The First Point of Contact Centre (FPCC), Waterwells, Tri Services Centre, Quedgeley  
**Accountable to:** Operational Manager

QUALIFICATIONS	ESSENTIAL OR DESIRABLE	METHOD OF ASSESSMENT
GCSE level education or equivalent	Essential	Application Form Interview
Good literacy and numeracy skills	Essential	Application Form Interview
NVQ2 in healthcare or equivalent	Desirable	Application Form Interview
Administrative experience	Desirable	Application Form Interview
European Computer Driving Licence (ECDL) or equivalent	Desirable	Application Form Interview

LENGTH AND / OR NATURE OF EXPERIENCE	ESSENTIAL OR DESIRABLE	METHOD OF ASSESSMENT
Experience of working in a call centre or similar	Desirable	Application Form Interview
Experience of working within the NHS mental health services or a care setting	Desirable	Application Form Interview
Experience of collaborative working with other partner agencies including the voluntary sector	Desirable	Application Form Interview
Experience of Data Inputting and Retrieval	Desirable	Application Form Interview
Working knowledge of Microsoft Office packages, e.g. Word, Excel, PowerPoint, Publisher and Outlook	Essential	Application Form Interview
Experience in information analysis and provision of statistical reports	Desirable	Application Form Interview

PERSONAL SKILLS ABILITIES AND ATTRIBUTES	ESSENTIAL OR DESIRABLE	METHOD OF ASSESSMENT
Approachable and flexible	Essential	Application Form Interview
Good communication skills (written and verbal)	Essential	Application Form Interview
Conscientious and reliable	Essential	Application Form Interview



Able to maintain confidentiality	Essential	Application Form Interview
Be able to use own initiative, prioritise tasks and manage time effectively	Essential	Application Form Interview
Ability to work under pressure and calmly manage crisis situations	Essential	Application Form Interview
Willing to learn new skills, concepts and approaches	Essential	Application Form Interview
Ability to engage positively with service users	Essential	Application Form Interview
Ability to work effectively as a team member	Essential	Application Form Interview
Ability to undertake all statutory and mandatory training including Breakaway (subject to Occupational Health clearance)	Essential	Application Form Interview

<b>OTHER REQUIREMENTS</b>	<b>ESSENTIAL OR DESIRABLE</b>	<b>METHOD OF ASSESSMENT</b>
Able to supervise the call handling team as Duty Call Handler when required. Each shift has a duty call handler who will manage any queries, concerns and issues that may arise.	Desirable	Application Form Interview
Ability to work flexibly to cover an extended hours 7 days a week service	Essential	Application Form Interview
Able to attend and participate in all mandatory and statutory training events	Essential	Application Form Interview
Ability to travel around the locality as requested, independently and efficiently.	Essential	Application Form Interview