

Call Handler Job Description

Job Description

Reports to:	Team Leader
Accountability:	Business Support Manager
Based at:	Glover Street

Summary

To provide a call handling service and associated administration duties.

- To take telephone calls from patients in a professional and courteous manner
- To record all essential information accurately
- To prioritise calls to be passed to 999, GPs and Nurses following clinical protocols

Key Accountabilities

- To take telephone calls from patients and accurately record all essential information on the Adastra system.
- On receipt of patient call, search computerised patient records, checking patient details and patient confidentiality, working within BADGER and CCG contract KPI's and legislative requirements
- Identify callers requiring an immediate emergency response and refer to appropriate emergency ambulance service
- Maintaining confidentiality at all times with particular reference to patient confidentiality and Data Protection Act
- Advise the Team Leader of any problems and take appropriate action as directed
- Contribute to the continuous improvement of service provision in BADGER communicating service user feedback to the Team Leaders where appropriate
- To ensure that at the end of shift working areas are left clean and tidy
- To perform any other relevant duties that may be dictated by the changing needs of the service
- To provide emergency Receptionist cover at Primary Care Centres
- Acting as chaperone for the duty doctor as and when required

Relationship to other roles

Call Handler will report to the Team Leader.

Equality and Dignity

The post holder will be expected to adhere strictly to the principles of fairness and equality in carrying out the role. At all times the post holder will be required to show respect for and maintain the dignity of patients, the public and work colleagues. Badger will not tolerate any form of bullying or harassment, violence or aggression against its employees.

Confidentiality

Your attention is drawn to the confidential nature of the information collected. The unauthorised use of disclosure of patient information or any other personal information, staff code of conduct and/or Data Protection Act 1998 is a disciplinary offence and could result in prosecution or action for civil damages under the Data Protection Act 1998.

Information Governance

Information is vitally important for the safe clinical management of patient care and the efficient administration of services and resources, including our workforce. Information Governance is a framework to enable the BADGER Group to handle personal and corporate information appropriately.

It is the responsibility of our entire workforce, regardless of employment status, to ensure they abide by the requirements of Information Governance as set out in the Information Governance Policy.

Health & Safety

The post holder will be required to comply with the duties placed on employees of the BADGER Group as set out in the Health and Safety at Work Policy and related procedures. The post holder has a legal obligation to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law and following recognised codes of practice.

Variations

This Job Description describes the main purpose and key responsibilities and accountabilities of the post. It is a guide to the nature and main duties of the post as they currently exist, but it is not intended as a wholly comprehensive or permanent schedule and it is not part of the contract of employment.

To reflect changing needs and priorities, some elements of this post may be subject to change in consultation with the post holder.

End of document

	Criteria	(D)esirable Or (E)ssential	Evidence (As)essment (A)pplication (I)nterview
Qualifications and Training	Good level of education	E	As A
Knowledge, Skills and Abilities	Calm, confident telephone manner	E	As / I
	Excellent listening skills	E	I
	Excellent interpersonal skills	E	I
	Ability to handle patients (both on the telephone and in person) who may be angry or distressed	E	I
	Be computer literate and adaptable in using different software	E	I / As A
Experience	Good verbal skills	E	A
	Previous call handling experience	D	A
Personal Qualities	Exercise tact and discretion at all times	E	I
	Demonstrate initiative to handle any unforeseen events during a shift	E	A I
	Demonstrate flexibility towards new working practices and towards working hours	E	A I
	Team player	E	A I