

JOB DESCRIPTION

Job Title	Call Handler
Hours of Work	Part Time – 32.5hrs p/w
Accountable to	Administrative Services Manager
Annual Salary	£26,780 (£23,209.33 pro rata)
Location	Shrewsbury Business Park / Remote

PURPOSE

The Call Handler is the first point of contact for patients requesting advice by telephone. They will answer calls, using the software system to prioritise, and record details of calls, advising patients appropriately in relation to processes, protocols and response times and action in the event of urgent requirements. The Call Handler will work as a member of the Administrative Team, under the supervision of the Administrative Services Manager.

KEY RESPONSIBILITIES

- To answer telephone calls from patients requesting medical advice as promptly and efficiently as possible, communicating in a manner which promotes a professional image of the service
- To use EMIS and Accurx software to record information as required, ensuring that where necessary, call priorities are identified to facilitate appropriate response times.
- To alert the appropriate Clinical staff to calls which give cause for concern in a timely and professional manner.
- To liaise and communicate with other service providers as required to meet the needs of patients and, as appropriate, other staff groups.
- To liaise calmly and effectively between caller and third party in critical situation/areas of concern
- Schedule, cancel and rearrange appointments for patients
- To record and relay information accurately and in a timely manner to the relevant person/and or enter details on a database.
- To undertake the training necessary to achieve competence in use of EMIS and Accurx and other computer systems in use.
- To help and assist our patients with completion of paperwork when needed.
- To be mindful of the sensitive nature of the medical information relating to the work of the service, adhering to confidentiality, Information Governance and Data Protection policies and guidelines and recognise the need for maintaining confidentiality both within and outside the Association.
- Take card payments via phone
- Call patients to obtain feedback when required
- Clear post box and distribute as necessary
- Undertake and maintain all training and eLearning relevant to the role as required by the business.
- Undertake any other administrative duties required of you for the needs of the business and as asked by the Administrative Services Manager within the bounds for his/her competence.

OTHER RESPONSIBILITIES

- Reception desk duties – meet and greet patients attending appointments and collecting prescriptions
- Clear post box and distribute as necessary, uploading relevant documents onto the system.
- To recognise the limitations of own knowledge, skills and experience and the importance of always working within the bounds of his/her own competence.
- To undertake all relevant training to carry out the duties of the post.
- To successfully complete all mandatory and essential training.
- To recognise the requirement to undertake appropriate training to fulfil the requirements of the role.
- To participate in the Personal Development Review process, ensuring that training needs are recorded in a Training and Development Plan after discussion with a mentor and/or line manager.
- To comply with the Health and Safety at Work etc. Act 1974.
- To take responsibility for his/her own health and safety and that of other persons who may be affected by his/her own acts or omissions.

PROFESSIONAL STANDARDS

As an employee you will have a responsibility to:

- Maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct.
- Adhere to principles of dignity at work: treat others with dignity and respect - we maintain a zero-tolerance approach to unacceptable behaviour at work.
- Take responsibility for the maintenance and improvement of personal and professional competence.

PERSON SPECIFICATION – CALL HANDLER

QUALIFICATIONS/EDUCATION

- Good standard of literacy and numeracy, including GCSE or equivalent in English and Maths
- Experience of working in a health care setting or a call centre
- Excellent communication skills both written and verbal
- Active listening skills
- Able to prioritise workload
- Understanding of the importance of maintaining confidentiality
- Experience in using EMIS Web (desirable not essential)

PERSONAL QUALITIES

- Clear speaking voice on the telephone
- Polite and tactful

- Calm under pressure
- Ability to express empathy and to provide reassurance
- Resourceful and adaptable
- Reliable
- Organised
- Recognises the limits of own knowledge and skills
- Willing to undergo training to fulfil requirements of the post
- Willing and able to work evenings and weekends if required
- Enhanced CRB check will be required

COMPANY BENEFITS

- NHS Discount scheme (Blue Light)
- Pension Scheme
- Private Health Care scheme