



HERTS URGENT CARE (HUC) JOB DESCRIPTION

Providing the local community with high quality and appropriate patient focussed healthcare – safely and efficiently delivered by local staff now and for the future

VALUES

- Collaborative** We value each other and create better outcomes by working together
- Dynamic** We learn together to deliver innovative solutions
- Caring** We place colleagues and patients at the centre of everything we do
- Respectful** We take responsibility for our actions and communicate openly and honestly with all

JOB TITLE: NHS 111 CALL HANDLER

LOCATIONS/BASES: WELWYN GARDEN CITY, PETERBOROUGH & BEDFORD

REPORTING TO: [Contact Centre Manager](#)

HOURS PER WEEK: 16hrs to 37.5 hrs per week- Varied rota patterns including The Contact Centres in Welwyn and Peterborough operate 24/7. The centre in Bedford operates from 7am to midnight, 7 days a week.

Job Purpose:

As an NHS 111 Call Handler you will be the first point of contact for patients, their relatives and healthcare professionals managing urgent and non urgent cases when they call for medical advice. Using the NHS Pathway software, you will be charged with assessing the patient's condition and ensuring they are directed to the most appropriate healthcare professional or service including advice on how to manage their symptoms at home.

As part of an integrated urgent care team, and will work with non-clinical and clinical colleagues, including healthcare professionals such as nurses, doctors, allied health professionals, pharmacists and dentists.

In this role you will be trained to use advanced listening and probing skills, to ensure that every patient is provided with clear advice and signposted correctly.

Duties and responsibilities:

- To deliver an effective, safe and competent call handling service for callers to NHS111 which includes patients, their representatives and Healthcare professionals
- To represent the organisation in a professional and courteous manner in accordance with agreed protocols.
- Be responsible for the prioritisation of presenting clinical symptoms, supported by decision support software throughout a 24-hour period. Using the NHS Pathways software, you will provide the appropriate response based on the patient's symptoms/needs
- To ensure that patients are prioritised appropriately and directed to the most appropriate service. This could be to transfer the call to a clinician in the contact centre, despatch an ambulance in the case of an emergency or refer onto, or provide information about other available services.
- Liaising with other agencies and healthcare providers to ensure patients are appropriately directed
- Identify issues which may negatively impact upon service delivery and reporting these on to the Manager on duty in a timely fashion
- To work co-operatively within the organisation, sharing and utilising areas of knowledge and skills to enhance patient care
- Reflect the diversity of needs in healthcare communities by utilising all available resources to facilitate access to the service where there are barriers to communication and understanding, e.g. interpretation services
- To work within the integrated governance process at HUC and comply with its requirements
- To identify and highlight appropriately any issues regarding a vulnerable child or adult
- To ensure appropriate and effective communication links with other providers and services e.g. the ambulance service
- To undertake and engage with personal development, education, training and meetings
- To participate in own development, self-review and appraisal, identifying areas of need for personal development in order to meet with service requirements

Training and Development:

- To participate in HUC's performance review and appraisal process
- To comply with mandatory and statutory training requirements
- To undertake all mandatory 111 Pathways training

The above duties and responsibilities are intended to represent current priorities and are not meant to be an exhaustive list. The post holder may from time to time be asked to undertake other duties and responsibilities commensurate. Any changes to this job description to take account of changing service needs will be made in discussion with the post holder.

Supplementary Information:

Our Culture

Every patient deserves our highest standard of care and commitment. In working together innovatively, transparently and constructively with the local community and stakeholders, we can deliver services which meet their specific needs. We learn by listening to patient's views and experiences. We are passionate about sharing our knowledge and expertise by encouraging dialogue both internally and externally to meet our high expectations for patients

Communications

Maintaining high standards in communication across a scattered and diverse workforce, ensuring compliance in policy and procedure with all staff.

Contribute to creating a culture of open, honest communication and feedback so that all team members benefit and learn from each other

Equality and Diversity

HUC has adopted an Equality and Diversity Policy to ensure that all job applicants and employees are treated fairly and without favour or prejudice. We are committed to applying this policy throughout all areas of employment: recruitment and selection, training, development and promotion. In all situations people will be judged solely on merit or ability. It is required of all employees to uphold this policy in the course of their employment with and whilst undertaking their duties.

Mobility / Flexibility

The normal place of work for the post is as stated above, but as a term of employment post holders may be required to work from any of our establishments.

Health and Safety at Work

In accordance with the Management of Health and Safety at Work Regulations 1992 (as amended) and other relevant Health and Safety legislation, employees have a duty to take responsible care to avoid injury to themselves and others by their work activities and to co-operate in meeting statutory requirements.

Infection Control

Employees must be aware that preventing healthcare acquired infections and infection control is the responsibility of all staff. Clinical procedures should be carried out in a safe manner by following best practice and infection control policies.

Data Protection and Confidentiality

Employees must maintain confidentiality when dealing with sensitive material and information and are required to read, understand and accept the terms of the Confidentiality, Data Protection and Electronic Communications Policy. The protection of data about individuals is a requirement of the law and if any employee is found to have permitted unauthorised disclosure, the organisation and individual may be prosecuted. Disciplinary action will be taken for any breach.

No Smoking Policy

HUC recognises the health hazards of smoking for smokers and non-smokers and acknowledges the rights of staff to work in a smoke free environment. Consequently, it has adopted a 'Smoking Policy' which specifies that smoking is not allowed anywhere on the HUC premises or near company vehicles.

Safeguarding

Post holders have a general responsibility for safeguarding children and adults at risk in the course of their daily duties and for ensuring that they are aware of the specific duties relating to their role. The expectation is that the post holder is familiar with the relevant procedures and guidelines and undertakes training at the appropriate level for their role.

**PERSON SPECIFICATION
(NHS 111 CALL HANDLER)**

	ESSENTIAL	DESIRABLE
Education and Qualification	GCSEs in Maths and English at grade 4 (or C) or above (or equivalent qualification)	
Knowledge and Experience	<p>Previous customer service experience</p> <p>Experience of working with the general public, dealing with face-to-face and/or telephone enquires</p>	<p>Previous experience of working in a Call/Contact Centre call handling or telephone work</p> <p>Experience of working in healthcare provider organisation</p>
Skills and abilities	<p>Good standard of written and verbal English</p> <p>Excellent verbal and written communication skills.</p> <p>Competent with IT with proven keyboard skills</p> <p>Commitment to providing excellent customer service</p> <p>Able listen carefully and record details accurately</p> <p>Able to stay calm and professional in stressful and challenging situations</p> <p>Good organisational skills</p>	

	<p>Able to work within the parameters that you are trained in and able to escalate where appropriate</p> <p>Able to make appropriate judgements within the guidelines provided</p> <p>A team player</p> <p>Commitment to continuous personal development</p> <p>Ability to work effectively with a wide range of disciplines</p> <p>Self-motivated, with a flexible attitude</p> <p>Ability to display empathy and help those in their time of need</p> <p>Understanding of Data Protection and ability to maintain strict levels of confidentiality</p>	
Other	<p>Ability to work unsocial hours including weekends and bank holidays</p>	

Any offers of employment are subject to pre-employment checks and these include DBS Disclosure, References and Social Media checks