

Be part of a
community that cares



Sussex Community
NHS Foundation Trust



ABOUT US

As the largest provider of community healthcare services in Sussex, our teams help people to plan for and manage changes to their health, supporting patients and their families to live more independently. We employ over 5,000 full and part time staff, and provide community services to a population of 1.3 million people.

Each year our dedicated clinicians see adult or child patients more than 2.6 million times, caring for people from their earliest moments right up to the final stages of their life.

SCFT teams deliver a range of health and care services to more than 9,000 people every day, working in care homes, clinics, intermediate care units, people's own homes, GP surgeries, schools and other community venues across the region.

Our vision is to provide **excellent care at the heart of the community** and achieving the highest level of service is our top priority.

We develop and nurture our staff, and recognise that they are our greatest asset.

We give them clear career pathways, support their wellbeing, recognise and value their diversity and provide them with the leadership, skills and knowledge they need to deliver the best care for our patients now and in the future.

Jobs are available in a wide variety of services, both adult and children's, at locations across East and West Sussex.

This is what our staff had to say in our last NHS Staff Survey:



82%

said care is the
Trust's top priority



77%

would recommend the
care the Trust provides
to family or friends



70%

would recommend the
Trust as a place to work

WHY WORK WITH US?

- Positive 2021 NHS Staff Survey results
- The Care Quality Commission (CQC) rates our quality of services as good with outstanding features
- Stunning locations in Sussex, surrounded by the South Downs and the coast
- A great working environment in the community, in patients' homes and our community hospitals
- Excellent training and development opportunities
- Real Living Wage Employer, with great rates of pay
- Flexible working options, including job sharing, annualised hours, career breaks, parental leave and adoption leave
- Supportive team environments
- Cost-effective and convenient workplace nurseries
- Thriving BAME, Disability and Wellbeing, LGBT+ and Religion and Belief staff networks
- Accredited Level 3 Disability Confident Leader, committed to creating inclusive workplaces

OUR VALUES

We encourage and expect all staff to actively promote and adhere to our values in every aspect of their work.

Compassionate care

Caring for people in ways we would want for our loved ones.

Achieving ambitions

For patients and service users, colleagues, our teams and our organisation.

Working together

Forging strong links with our patients, the public and our health and care partners, so we can rise to the challenges we face together.

Delivering excellence

Our patients and partners deserve nothing less.

Why not join an organisation that is inclusive, vibrant and celebrates success?

JOB DESCRIPTION

Job title:	Switchboard Operator
Grade:	2
Directorate:	Estates & Facilities
Division:	Facilities
Service:	Switchboard

1. Job overview

- a) To work as a team member with a flexible approach. The Operator is responsible for the efficient performance of the switchboard and associated duties. Providing assistance for patients, visitors and staff.

2. Communication and working relationships

- a) Maintain good working relationships with and communicate with your Line Manager, Team Leader, Supervisors, Ward/Departmental staff to provide highest level of Facilities services and to support personal and departmental objectives.

3. Main tasks

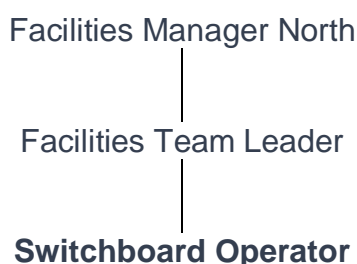
- a) Operate the telephone console (computer and screen based switchboard) to ensure an excellent telecom service is maintained at all times.
- b) Answer calls from the general public, efficiently and politely connecting to the appropriate extension.
- c) Use initiative to direct enquiries to the correct destination.
- d) Provide an answering service to staff.
- e) Deal with the emergency alarm panels as per policy and procedures, which include:- Fire Alarms, Medical Gases, Lifts, emergency alert alarms and panic alarms.
- f) Deal with all serious emergency calls and action set procedures. These emergencies include:- security and cardiac arrests.
- g) Page personnel (doctors, porters etc) and direct to required locations.
- h) Send messages via the long range message bleep service and log calls.
- i) Issue pagers and record as necessary. Carry out regular testing on pagers as per procedures.
- j) Deal efficiently and politely with visitors to the department.
- k) Follow procedures to contact on-call members of staff when required.
- l) Book taxis for departments, with appropriate authorisation and maintain accurate records.
- m) Book the Courier service for the Pathology Department and keep accurate records.
- n) Be able to operate the computer system, to give out relevant information about patient's whereabouts for relatives enquiring.

- o) Distribute sensitive faxes accordingly to the correct departments, either by telephone or by internal post.
- p) Log and report all telephone, switchboard and emergency panel faults to the relevant personnel.

4. Main responsibilities

- a) Attend Departmental meetings as appropriate.
- b) To participate in the Trust's appraisal system, review and personal development process on an annual basis.
- c) Undertake training as necessary in line with the development planning process.
- d) To achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
- e) To contribute positively to the effectiveness and efficiency of the team in which you works.

5. Organisation chart



- a) The post holder may have tasks or responsibilities delegated to them, appropriate to their level of competence. They may also be expected to delegate tasks or responsibilities to other staff, as appropriate.
- b) The Delegation Policy sets out the expectation of staff regarding the safe delegation of clinical care and therapeutic interventions to unregistered practitioners and support workers.

6. Flexibility

- a) This job description is intended to provide a broad outline of the role. The post holder may be required to carry out other duties commensurate with their banding and competence.

7. Policies and procedures

- a) The post holder is required to familiarise themselves with all Trust policies and procedures and to comply with these at all times.

8. Confidentiality and data protection

- a) The post holder must maintain the confidentiality of information about patients, staff and other health service business and meet the requirements of the Data Protection Act (2018) and General Data Protection Regulation (2018) at all times.
- b) The post holder must comply with all Trust information and data protection policies at all times. The work of a NHS Foundation Trust is of a confidential nature and any information gained by the post holder in their role must not be communicated to other persons except where required in the recognised course of duty.

9. Health, safety and wellbeing

- a) Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) and must follow these in full at all times, including ensuring that they act in line with all agreed procedures at all times in order to maintain a safe environment for patients, visitors and colleagues.

*For posts **without** line management or supervision responsibility:*

- b) The Trust is committed to support the health and wellbeing of all its employees. The post holder is required to familiarise themselves with the organisation's range of health and wellbeing support and report stress and ill health as early as possible.

*For posts **with** line management or supervision responsibility:*

- b) The Trust is committed to support the health and wellbeing of all its employees. The post holder is required to familiarise themselves with the organisation's range of health and wellbeing support, share with their team, and report stress and ill health as early as possible.

10. Equality, diversity and inclusion

- a) The Trust aims to grow inclusive teams in which you feel like you belong, we encourage a culture of learning from different points of view. We want to support you to be courageous and to overcome bias and challenge prejudice.
- b) We are a Level 3 Disability Confident Leader. We go the extra mile to make sure disabled people get a fair chance. As well as paid employment we offer work experience and apprenticeships for disabled people.

11. Use of technology

- a) The Trust is making increased use of computer technology. The majority of employees (both clinical and non-clinical) should expect to use automated information systems in their work in order to improve quality and coordination of services, and enable faster and more certain communication within the Trust. Necessary training will be provided.

12. No smoking policy

- a) SCFT operates a no-smoking policy, in line with government legislation. This applies to all staff, visitors and patients. It is a condition of employment for staff that they do not smoke whilst on duty or in uniform or anywhere on Trust premises. This includes electronic cigarettes.
- b) Whilst we do not discriminate against employing smokers, they are expected to adhere to this policy and all prospective employees should be aware of this.

13. Professional registration

- a) All employees who are required to be a member of a professional body are required to hold relevant registration and must comply with the standards and guidelines of their professional practice, education and conduct and must act at all times within the boundary of the code of conduct.

14. Infection prevention and control

- a) Infection prevention and control is everybody's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trust's Infection Prevention and Control Policy and make every effort to maintain high standards of infection prevention and control at all times thereby reducing the burden of healthcare-associated infections (HCAI).

15. Safeguarding children, young people and vulnerable adults

- a) SCFT is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults, and expects all staff and volunteers to share this commitment. Rigorous recruitment checks are carried out and successful applicants may be required to undertake an Enhanced Disclosure via the Disclosure and Barring Service (DBS).

16. Quality

- a) Excellent care at the heart of the community is our Trust vision. To make sure our care meets this high standard all staff must ensure that the three themes of quality care are provided in every encounter they have with our patients. The three themes are safe care, effective care, and patient-centred care.

- b) All staff, clinical and non-clinical, are expected to ensure that quality is a key consideration in all we do. This includes reviewing practice and being open to feedback on our performance, being open and honest, and seeking to identify, resolve, and appropriately escalate issues and risks.

PERSON SPECIFICATION

This person specification lists the requirements necessary to perform the job. Candidates will be assessed according to the extent to which they meet, or have the potential to meet the specification. It is therefore important that applicants pay close attention to all aspects of the person specification when deciding if their skills, experience and knowledge match these requirements.

Job title:	Switchboard Operator
Grade:	2
Directorate:	Estates and Facilities
Division:	Facilities
Service:	Switchboard

Criteria	Essential or desirable	Method of assessment
Qualifications and/or professional registration		
IT qualifications	D	Application
Good standard of general education	E	Application
Experience		
Switchboard or telecommunications background	E	Application
Customer focused environment	E	Application
Working in a healthcare environment	D	Application
Skills and knowledge		
Customer care	E	Application
Ability to remain calm in difficult situations	E	Interview
To listen, understand and follow instructions	E	Interview
To work as part of a team	E	Interview
To record information accurately	E	Interview
Smart in appearance with good personal hygiene standards	E	Interview
Reliable	E	Reference
Polite and courteous	E	Interview
Understand and maintain confidentiality	E	Interview
Use of Information Technology	D	Application
Flexibility	D	Interview
Demonstrate empathy and sensitivity	D	Interview
Other requirements		

Good luck with your application!

Author's name:	
Version number:	
Reason for change:	<i>Please enter 'Not Applicable' if this is a new post.</i>
Date:	<i>Please enter the date this document was created or revised.</i>
Job evaluation number:	<i>Do not enter anything in this box. The number will be allocated by the HR administrator.</i>