

JOB DESCRIPTION

JOB TITLE:	Telephonist
LOCATION:	Telecommunications
REPORTS TO:	Managed on a day to day basis by Switchboard Manager

JOB PURPOSE

To operate the MCHFT Realitis DX central Switchboard based at Leighton Hospital, and to provide an efficient and effective and responsive communications service across three sites - Leighton Hospital, Victoria Infirmary and the Commissioning Groups for patients, staff and the general public.

SERVICE DELIVERY

1. To operate the Trust Central Switchboard in accordance with Departmental / Trust procedures.
2. To implement the Major Accident, Fire, Cardiac Arrest, Clinical and Non Clinical emergency procedures when necessary.
3. To operate the staff paging system and to initiate both internal and external paging calls as necessary in accordance with agreed procedures to ensure the smooth operation of the Trust, to include the programming and issue of bleeps.
4. To train new staff and doctors in the use of the paging system and personal bleep.
5. To maintain and update staff records and prepare daily medical on call rotas in accordance with information provided.
6. To record accurate information to enabled costing of private calls.
7. To prepare invoices relating to private calls.
8. To inform the Assistant Telecommunications Manager of external and internal Telecommunications / Paging faults, and in their absence to report these faults as and when required.
9. To monitor / investigate and report all alarms linked to the central alarm panel, i.e. Blood Bank, Mortuary and Estates BASS system. Pharmacy Alarms.
10. To answer calls on behalf of the Commissioning Groups in accordance with agreed procedures.
11. To respond out of hours to and report intruder alarms sited at Commissioning Groups Health Centres and Clinics.
12. To assist with the training programme for new staff.
13. To record important information with regard to any clinical incident.
14. To document any emergency procedure for audit purposes.

15. To provide assistance and deal efficiently with patients / callers with disabilities, language / cultural differences in accordance with Trust policies.
16. To liaise with a multi-disciplinary network of professionals internal and external to the Trust e.g. Consultants, maintenance and G.P. Practices.
17. To deal with a spectrum of various individuals, which requires either a sensitive approach e.g. suicidal patients or aggressive callers, where the situation has to be dealt with in a professional manner but with a calming approach.
18. To assist doctors with directions to their accommodation and allocate keys.
19. To book and log accurate records for hospital taxi contracts.
20. To work flexibly to ensure the provision of service at all times, including Bank Holidays, weekends and night duties.

GOVERNANCE

1. Ensure compliance with Trust policies, procedures and guidelines for self and others, by taking action/alerting senior management team if practice appears to contravene policy, or if concerned about any aspect of patient care.
2. Establish and maintain effective communication, and confidentiality of information.

MANAGERIAL/LEADERSHIP

1. Maintain a healthy, safe and secure working environment, ensuring compliance with legal and regulatory requirements, maintaining accurate documentation and reporting any concerns.

EDUCATION/LEARNING

1. Take responsibility for own learning and development by recognising and taking advantage of all opportunities to learn, including full participation in KSF/appraisal, supervision, action learning and by maintaining a professional/personal portfolio of learning.
2. To assist with the training of new Telecommunications employees.

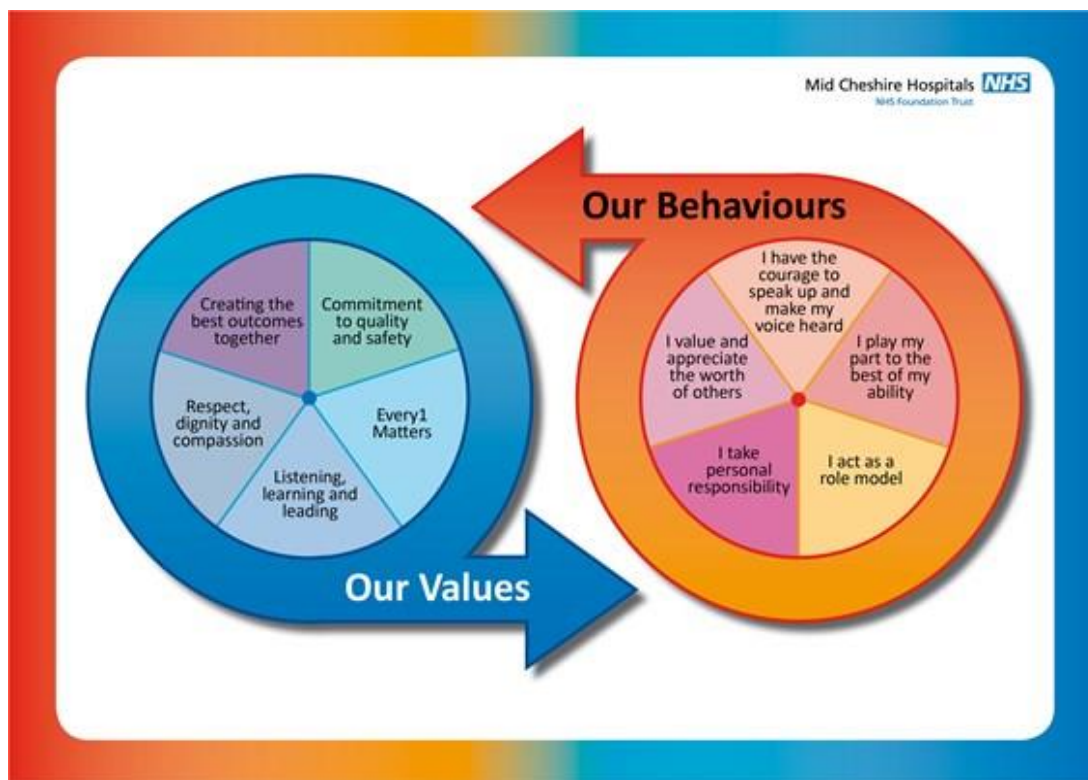
This job description is an outline of the role and function. It is not intended to describe all specific tasks.

All staff at MCHFT have a responsibility to:

- Maintain active registration status
- Always act in accordance with professional Codes of Conduct and guiding documents
- Where applicable, always act in accordance with the Code of Conduct for NHS Managers,
- Maintain up to date skills and knowledge

- Maintain an awareness of patient led service issues
- Maintain a professional/personal portfolio
- Adhere to all Trust policy, procedures and guidelines.
- Adhere to Trust standards of behaviour and expected performance
- Comply with Infection Prevention and Control (IP&C) policies and procedures as appropriate to their role and responsibilities in their individual work setting. Staff are required to be personally accountable for their actions and be responsible for their own compliance in relation to IP&C policies, protocols or advice.
- Ensure they work in accordance with local procedures and report any issues which they consider to be a risk to the health and safety of themselves and/or others.
- Act in accordance with the Trusts values and behaviours
- Where applicable to participate in and provide data on the efficacy of treatment and specialties

Mid Cheshire Hospitals NHS Foundation Trust is looking to ensure that we provide equity of services across seven days of the week with a vision to achieve this goal by 2017. This post may be reviewed in line with this plan and in some cases an element of weekend working may be required



PERSON SPECIFICATION – JOB TITLE

	ESSENTIAL	DESIRABLE	ASSESS BY
QUALIFICATIONS KNOWLEDGE/ PREVIOUS EXPERIENCE	<p>Good standard of general education.</p> <p>Busy Multi line Switchboard / Call Centre experience within a large organisation.</p> <p>Knowledge of Information Governance.</p>	<p>Customer Service experience</p> <p>Experience within the NHS</p> <p>Hi Path DX Switchboard experience</p>	<p>A & I</p> <p>A & I & R</p> <p>A & I & R</p>
SKILLS	<p>Must be able to work flexibly and cover both planned and unplanned leave at short notice.</p> <p>Ability to liaise with people at all levels</p> <p>Excellent interpersonal and communication skills</p> <p>Microsoft Windows Experience</p> <p>Ability to prioritise work under pressure</p> <p>Good Organisational skills</p> <p>Self-Motivated</p> <p>Team Player</p>	<p>Customer Service NVQ or equivalent</p>	<p>I & R A</p>
VALUES	<p>A commitment to quality and safety.</p> <p>A recognition of the importance of showing respect, dignity and compassion to patients and colleagues.</p> <p>A listening, learning and leading approach.</p> <p>A commitment to work together to create the best outcomes.</p> <p>Must demonstrate the Trust's values around both raising concerns at work, and how to treat others who raise concerns.</p>		<p>I</p>
BEHAVIOURS	<p>Must be willing to act as a role model.</p> <p>Must be willing to take personal responsibility.</p> <p>Must have the courage to speak up.</p> <p>Must value and appreciate the worth of others.</p>		<p>I</p>

PHYSICAL REQUIREMENTS <i>(Reasonable adjustments will be made under the Disability Discrimination Act)</i>	<p>Good attendance record</p> <p>Flexible</p> <p>Confidence to lone work</p> <p>Ability to cover rota 24/7 365 including lone night working</p> <p>Ability to perform a wide range of duties according to the Job Description</p>		<p>R I A</p>
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KEY: Application form = A Interview = I References = R Skills test = S