

<b>Post title:</b>	Switchboard Operator
<b>Directorate/department:</b>	Switchboard services, Informatics
<b>Agenda for Change band:</b>	
<b>Accountable to:</b>	Switchboard Supervisor
<b>Accountable for:</b>	None
<b>Main purpose:</b>	<p>Switchboard services staff are responsible for providing an excellent 24/7 front of house telephone interface service for the Trust and various external customers including Southampton University, local GP surgeries and Southampton City Council.</p> <p>This post is responsible for providing an initial response to a range of calls and an immediate response to all emergency calls and building alarms. This includes, cardiac arrest calls, helipad landings, major incident alerts and fire alarms.</p> <p>This role is also responsible for handling all GP and emergency patient admissions and internal ward discharge and transfer information. The post holder must ensure that real time and correct information is entered and completed in the Trust IT systems.</p> <p>Keen listening and communication skills are paramount to this role whilst providing a speedy, efficient and courteous operation of the Hospital Switchboard and Bleep/Radio/Paging/Alarm Systems.</p>
<b>Key working relationships:</b>	General public, GPs, other NHS sites, internal staff including duty managers, on call clinicians, switchboard operations co-ordinator, telecoms service manager and telephone engineers
<b>General duties:</b>	<ol style="list-style-type: none"> <li>1. To promote a professional image for the Telecom services by ensuring all calls are politely answered following agreed protocols.</li> <li>2. To support the operation of the Trust pager/bleep service by responding to all internal and external bleep requests and carrying out at times complex call routing transfers as required.</li> <li>3. To provide advice to users of the Trust on telephone/bleep operations as required.</li> <li>4. To update information held on the switchboard console/database when new/revised contact or operational information is notified or identified.</li> <li>5. Ability to act independently when applying the Switchboard policies and procedures and providing feedback on these..</li> <li>6. Prioritise workload ensuring timescales are met, often adjusting rapidly to changing priorities.</li> <li>7. To be fully conversant with all Trust 'on call' processes, ensuring all departmental 'on call' rotas/contact details are maintained, updated, and entered onto database.</li> <li>8. During out of hours periods provide a service to repair/replace faulty Crash/Emergency bleeps.</li> <li>9. Identify and report faulty departmental/telephony equipment, implementing an emergency response and reporting and escalating situation as deemed appropriate.</li> </ol>

	<ol style="list-style-type: none"> <li>10. Act as first point of contact for all visitors to the department ensuring safe use of door entry camera system.</li> <li>11. Monitor all building alarms and invoke the Trust's Emergency Service response by alerting the appropriate emergency service.</li> <li>12. Action all internal 2222 calls immediately, identify and process the relevant response and maintain an accurate record of all incidents.</li> <li>13. Initiate and provide first line response to Trusts Major Incident and Hospital Management plan policy and maintain relevant records.</li> <li>14. Undertake the daily test of a number Emergency Team bleeps and follow appropriate procedures for identified problem/failures.</li> <li>15. Respond to emergency admission calls from GP's using a guided process</li> <li>16. Process patient admission by updating the e-Camis system in a timely manner to ensure information is accurate and up to date and real time 'ADT' is achieved.</li> <li>17. Inform bed manager/co-ordinator of impending admissions and undertake specific checks relating to health alerts including MRSA and notify as appropriate.</li> <li>18. Action request for Health records by accessing e-CaMIS CRT request function.</li> <li>19. Receive and process notification of ward admission/discharges and transfers ensuring the e-Camis system is updated in a timely and accurate manner.</li> <li>20. Coordinate patient virtual visits between relatives and wards using attend anywhere</li> <li>21. Complete as part of the IPR gateway a competency assessment programme.</li> <li>22. System password resets for EPR and Trust clinical and non-clinical systems in and out of hours</li> <li>23. Supporting neighbouring services such as IT service desk</li> <li>24. Process patient location calls and transfer caller to ward as appropriate, whilst adhering to Information Governance standards.</li> <li>25. Provide a comprehensive hand over to incoming shift in order to maintain continuity of service levels.</li> <li>26. To be responsible for the intensive training plan appropriate to the role and regularly review call handling processes to ensure the highest standards are set for the service and also undertake further training to meet future demands of the post.</li> <li>27. Responsible for all aspects of training for new members of staff and the ongoing training of all staff, keep appropriate records for quality purposes.</li> <li>28. Assist with clerical tasks when required e.g., photocopying, compilation of doctor's team lists and checking call logger reports.</li> <li>29. To attend meetings appropriate to role.</li> <li>30. To assist and provide additional cover during periods of sickness, annual leave and or busy periods.</li> </ol>
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### IMPORTANT ADDITIONAL INFORMATION RELATING TO YOUR EMPLOYMENT

<b>Duty of care</b>	<p>You are responsible for ensuring that the patient, family and carers are at the centre of everything you do.</p> <p>Be open, honest, and willing to acknowledge when something has gone wrong. Make timely apologies and take action to report incidents, including near misses; to ensure that as an organisation we learn.</p> <p>You should continuously seek to reduce harm by speaking up to managers and leaders if you believe that a lack of skills, knowledge, or resources place patients at a risk of harm or if your concerns are not being listened to. Managers and leaders must listen to others when they raise concerns and take action.</p>
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## AGENDA FOR CHANGE: JOB DESCRIPTION

	Wholeheartedly commit to learning about safety, continually striving to improve excellent care. Develop your own ability to detect and correct defects.
<b>NHS standards of business conduct and professional registration</b>	<p>All employees must abide by the guidance set out in the NHS Code of Conduct and Standard Business Conduct for NHS Staff (HSG 93/5), as amended or replaced from time to time. Managers must also comply with the NHS Code of Conduct for Managers.</p> <p>All clinical professionally regulated staff must abide by the codes of conduct issued by their respective regulatory bodies (e.g. NMC, GMC, HPC) and ensure that they maintain updated registration as required by the role.</p>
<b>Living our values every day</b>	<p>All staff are expected to strive to make the Trust values 'what we do' – to inspire, develop and support every one of us to live our values; every patient, every colleague, every day.</p> <p>Each post holder is expected to ensure they live the values of:</p> <ol style="list-style-type: none"> <li>1. Patients First</li> <li>2. Always Improving</li> <li>3. Working Together</li> </ol> <p>These values are about us all helping each other to deliver great patient experience more consistently – involving people who use our services, their families, carers, staff and partners in continuing to improve the experience people have using and delivering our services</p>
<b>Health and safety:</b>	Staff are reminded of their responsibility to take care of their own personal safety and others whilst at work. In addition, no person shall interfere with, or misuse anything provided in the interests of health, safety and welfare
<b>Infection prevention and decontamination of equipment:</b>	All staff are reminded of their responsibility to adhere to Trust and departmental infection prevention policies, including policies for the cleaning and decontamination of equipment, in order to protect their own health and that of other employees, visitors and patients.
<b>Child protection/safeguarding</b>	All staff providing services to patients and children are reminded of their responsibility to adhere to Trust and departmental child protection and safeguarding policies including employment checks.
<b>Confidentiality</b>	<p>All employees of University Hospital Southampton NHS Foundation Trust are reminded of the need to treat all information, particularly clinical and management information, as confidential.</p> <p><b>Any employee who wilfully disregards Trust and departmental policies may be liable to serious disciplinary action including dismissal.</b></p> <p>This job description will be reviewed yearly as part of the annual appraisal, to ensure that it reflects the responsibilities of the post. No changes will be made without full consultation with the postholder.</p>
<b>Mental Capacity Act 2005</b>	All Staff are required to ensure knowledge regarding the Mental Capacity Act 2005 (MCA) at a level deemed essential for their role. The level of training required will be specified to members of staff and is dependent on their role. It is important that staff understand and comply with local policies and procedures relating to MCA to ensure the Trust can act in an individual's best interest when providing care. This helps to ensure ongoing adherence to our legal obligations and ensuring we put the needs of our patients first.
<b>Sustainability</b>	Staff are reminded of their responsibility to take care of the resources used whilst at work. These include careful use of energy and water; for example, ensuring

	unnecessary equipment is turned off when not in use. Waste needs to be segregated properly. UHS policies and strategies for sustainability should be followed whilst undertaking daily duties. We encourage staff to be involved with sustainability at work, through participation in the Green Guardians network.
Last updated	29 February 2024