



South East Coast  
Ambulance Service  
NHS Foundation Trust



# 999 & 111 Call Handler

Recruitment & Operations Teams

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South East Coast Ambulance Service NHS Foundation Trust was formed in 2006. We cover emergency medical services in south-eastern England, including Kent, Surrey, West Sussex and East Sussex.



# Your role as a Call Handler



The role of a Call Handler is both demanding, challenging and ultimately very rewarding. It is not for everyone.

Applicants will need to have the ability to deal with stressful and emotional situations whilst remaining highly motivated and enthusiastic.

Call Handlers are fully trained to supply life saving advice to members of the public in the most critical situations, as well as giving advice to patients that may require treatment options other than an ambulance response.



# The types of calls we deal with

Road Traffic  
Collisions

GP calls &  
OOH

Repeat  
Prescriptions

Medication  
Queries

Frequent  
Callers

Injuries

Breathing  
difficulties

Chest pains

Dental  
Issues

Fallers  
(elderly and  
infirm)

Abdominal  
pains

Mental  
Health

Strokes

Cardiac  
Arrests

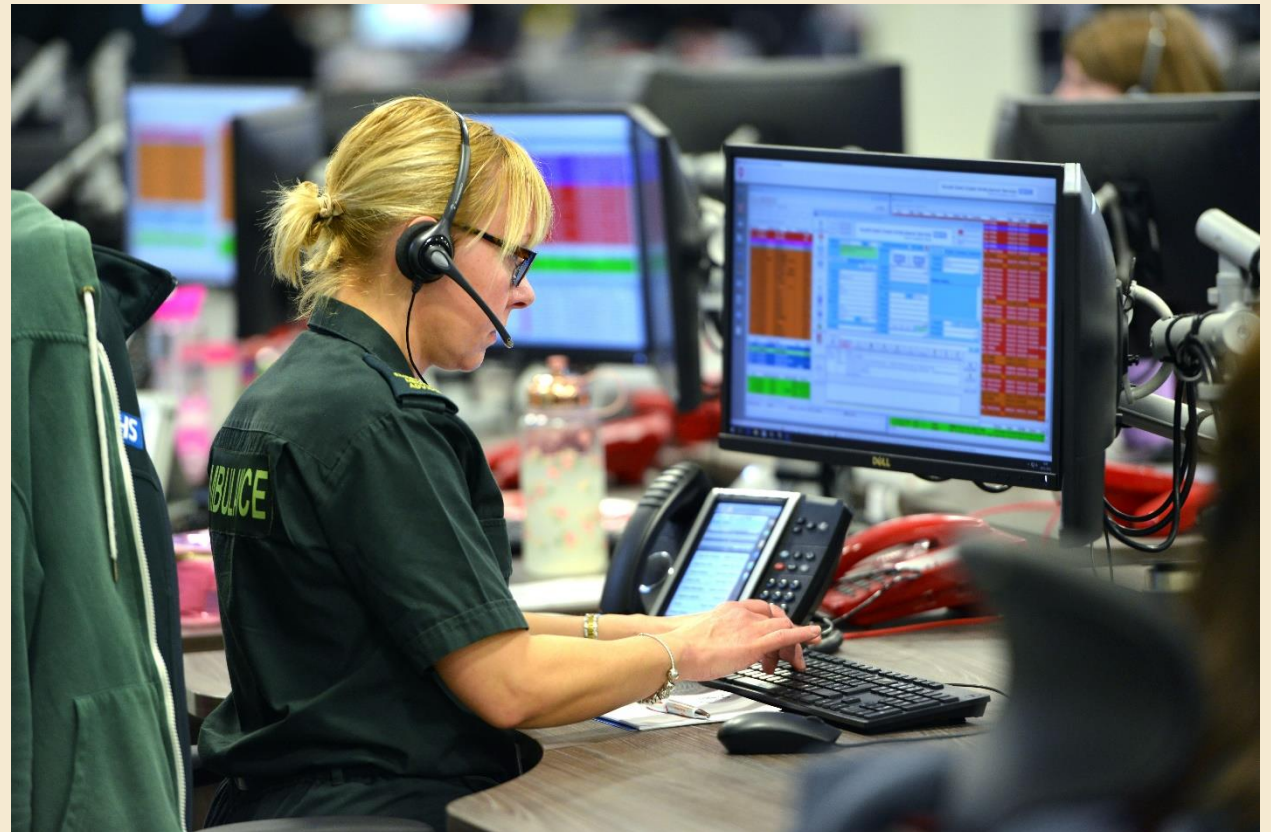
And many  
more...



## Pathways training....

### What do we expect from you on the course

- Professionalism at all times
  - Punctuality
  - Courtesy
  - Resilience
- 
- First 6-9 weeks – no annual leave or days off – there is no catch up time if you are off
  - Dependent on the reason you may be offered a later course date.



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# NHS Pathways Training - What will it involve?



## Week 1-2

- 60 hours of specified training set out by NHS Pathways
- Exams at different times during the first two weeks
- First assessment is a 30-minute multiple-choice electronic exam with a 70% pass mark
- Second assessment is a 70-minute written exam with 31 multiple-choice questions and a written section requiring use of the system to establish answers with a 70% pass mark
- 3 consecutive calls need to be passed at 86% for each call to establish clinical safety in using the system

## Further training

Once you have gained your NHS Pathways licence, additional training will include:

- Different aspects required for your job role, including the Cleric computer program and all the Secamb training
- Review of all learning in the form of 5 sign off calls to establish your ability to safely progress to the next step of consolidating your training.
- One-on-one coaching/mentorship to guide you through taking live calls and introduce you to various aspects of the role.
- Take live calls with a coach available to assist if needed. You will be audited during this time, with feedback given to support your development.

Both the NHS 111 and 999 Training Team will support you to give you the tools/materials and training sessions to succeed in this role, if you are struggling please reach out.

Please remember, You will be required to take and pass all assessments during your training in order to pass the course. You will be offered a resit should you fail, if unsuccessful at the resit your employment will be terminated with the Trust. In addition to this, you will need to be signed off as clinically safe following mentor and diamond weeks, again failure to meet the required standard will result in your employment being terminated with the Trust.





# Hours and Scheduling

- This role can be full time 37.5 hours or part time 23 hours based on a rota pattern
- You will be expected to work days, nights and **weekends**, across both Saturdays and Sundays
- The 9 week training programme is mandatory and **no time off can be taken whilst training**
- Christmas and New Years cannot be pre booked as annual leave
- You will be able to see your rota up to 3 months in advance to plan
- We have a Microsoft Teams group where you can arrange shift swaps with your colleagues



# Salary & Unsocial hours



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## Band 3 Call Handlers - £22,816 to £24,336

- You are paid during your training
- Annual progression on pay band
- Plus Unsocial hours uplift (Section 2)
  - Any Saturday (35%)
  - Anytime between 20:00hrs & 06:00hrs (35%)
  - Sunday & Bank Holiday (69%)
  - If more than 50% of your shift is in the unsocial period, then you will get that whole shift at a higher rate

All salaries are paid under the NHS Agenda for Change terms and conditions



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## Benefits of working for SECAMB

- A minimum 27 days' holiday each year, increasing with service.
- Opportunity to join the NHS Pension Scheme
- Personal and professional development and training opportunities.
- Salary Sacrifice schemes for cars or push bikes
- Access to occupational health and counselling services.
- Access to NHS discounts, offering NHS employees a range of money-saving deals.



Length of Service	Annual Leave and General Public Holidays
On appointment	202.5 hrs (27 days) + 60hrs (8 days)
After 5 years service	217.5 hrs (29 days) + 60 hrs (8 days)
After 10 years service	247.5hrs (33 days) + 60 hrs (8days)

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# What to Expect at your NHS Interview

## Interview

The interview It is your opportunity to tell us about a subject you know most about, YOU.

The process has not been designed to trick you or to trip you up, our trained assessors will work to get the best from you and understand that you may be a little nervous – this is perfectly normal.

Interviews can take up to 40 minutes. If the panel have enough information about a particular area, they may move you on to ensure all topics are covered.

In general, we are looking for specific evidence of your views and actions you have personally undertaken, so please be as open as possible during the interview. Feel free to pause to think about the best example if you need to. It is ok to use notes for your interview.

We have multiple positions available, so everyone on this information session could be offered a position if successful – WE WANT YOU TO JOIN OUR TEAM.

You will be informed of your interview outcome within 48 hours, where you will be offered a course date and will begin your compliance checks

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# NHS Interview continued

## Examples of Question

Tell us about a time you have managed a difficult situation involving a customer, how did you manage this and what was the outcome?

Tell us about a time you handled conflict within the workplace?

Describe a situation where things deteriorated quickly. How did you react to recover from that situation?

You can answer this using the STAR method:

S	T	A	R
Situation	Task	Action	Result
Introduce the situation to the employer and set the context	Describe the task you had to complete, including the expectations and challenges it would involve	Explain what you did, and how you did it	End with the results of your efforts, including accomplishments, rewards, and impact





# NHS Employment Check Standards

- Identity Checks/Right to Work in the UK checks. This is carried out using a system called Trust ID, a link will be sent with your offer letter.
- Qualification & Experience Checks
- Employment History via referencing
- Occupational Health Assessment, we are an inclusive employer and want to ensure you have support in place when you start if needed.
- Criminal Record Checks – this will include an Enhanced DBS including Children and Adults Barred list - please declare any criminal convictions at the earliest opportunity.



# NHS Employment Check Standards

- Please work with your Recruitment Coordinator to ensure that you return all of your documents using the TRAC system in order to complete this in a timely manner.
- At any stage please feel free to ask questions.
- Once all checks are complete we will inform you of this and offer you your contract, you can then hand your notice in to your current employer.
- You will then start on the course you have been given

# Before you join us please remember...



- This job is not like the TV shows
- This job is demanding
- The shifts are long
- Not everyone passes their training
- Not everyone passes their probation
- You will answer call after call after call after call...
- The job is all about accuracy and repetition
- You will regularly get audited on the calls you make
- This job is about patient safety
- Members of the public will shout at you, be rude to you and swear at you



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## Tips for Success:

- Prepare for your interview, the National Careers Service has tips on how to pass a competency-based interview.
- Apply yourself to the training and ask for support when needed.
- Spend time reviewing the work and revising
- Take advantage of coaching/mentorship opportunities

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