

Job Description



South Tees Hospitals
NHS Foundation Trust

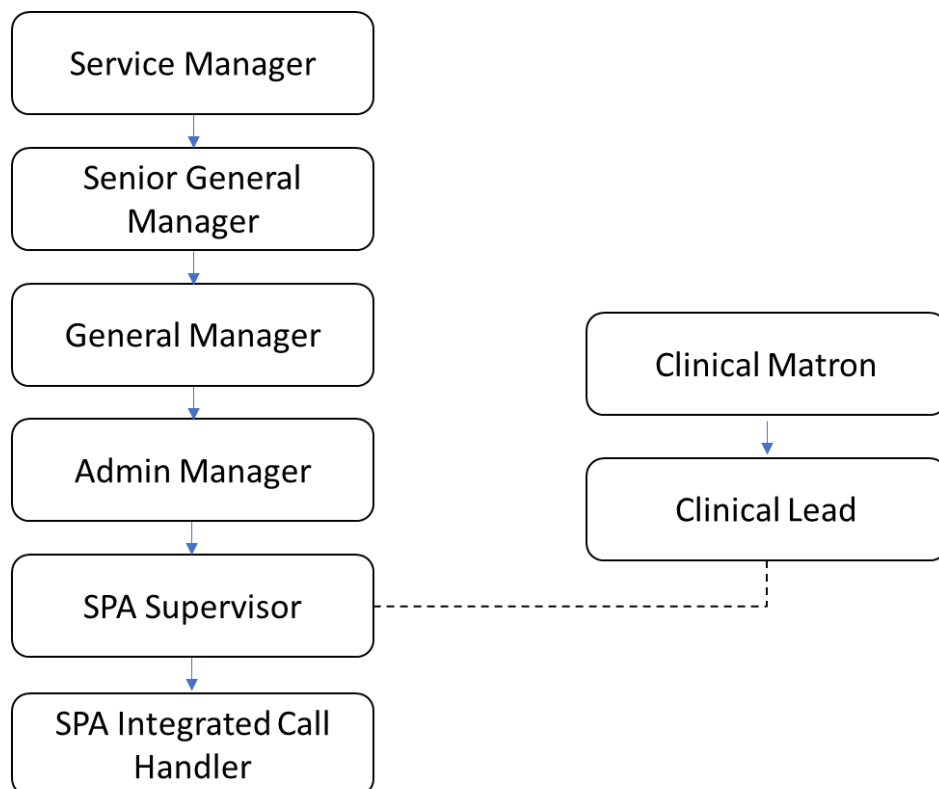
Role Details

Job Title	SPA Integrated Call Handler
Band	Band 2
Department/Service	Single Point of Access Community Services

Organisational Relationships:

Responsible to:	SPA Supervisor
Accountable to:	General Manager
Professionally Accountable to:	Clinical Lead

Organisational Chart:



Job Summary/ Role:

To act as a call handler for the Single Point of Access across Health and Social care services ensuring effective and efficient handling and processing of all referrals and queries by use of telephone and electronic systems, following the appropriate referral processes.

To control and take charge of calls managing all in a clam professional manner and treating all those you deal with dignity and respect at all times.

To promote and enhance the image of the Single point of access at all times in accordance with policies and procedures, promoting good relations with the public, patients, referrers and other health and social care professionals through effective communication skills.

Provide a comprehensive, efficient, effective and responsive enquiry service to customers. Ensure that all customer contacts are handled in an appropriate way and demonstrate excellent customer service.

Resolve customer enquiries with the aim of satisfying customers and triaging customers to an appropriate outcome, meeting the agreed service standards of the service.

Key Relationships:

Primary Care Health Teams

General Practitioners

Secondary Care Health Teams

Community nursing and Community matrons

UCR

MDT Partners

Voluntary Sectors

Multi Agency Service Managers

Intermediate Care Teams

Mental Health Services

Social Care

Transfer of Care Hub

Home First Team

Nursing and Residential Homes

Core Functions:

To act as a call handler for the Single Point of Access across Health and Social care services ensuring effective and efficient handling and processing of all referrals and queries by use of telephone and electronic systems, following the appropriate referral processes.

Administrative Responsibilities

To provide administrative support to the Clinical Leads, Nursing Teams, MDT and additional wider functions of the SPA.

Receive and process all referrals and queries by telephone and electronically, from all agencies including signposting of urgent referrals to the appropriate professional following a developed algorithm.

To ensure that telephone calls are answered in a timely manner and are customer / patient focused and dealt with in a professional manner and follow any associated call scripts.

To listen to the customer to assess basic customer information and anticipate their individual needs and requirements to be able to satisfactorily triage their enquiry.

Prioritising calls according to urgency and tasking to the appropriate provider via the appropriate electronic system in a timely manner.

Be able and confident to identify the need and take action to modify and adapt methods of communications using an empathetic approach to account for the differing needs of patients and callers especially in stressful and difficult situations under pressure.

Task and follow up calls to clinicians to ensure appropriate response times.

Register patients on SystmOne adding care plans, setting frequencies for visits and allocating calls to clinicians.

Ensure all information is appropriately recorded in a timely manner.

Provide an efficient and effective confidential archive system, recording, filing and retrieving documentation as requested.

To promote and enhance the image of the SPA at all times in accordance with policies and procedures, promoting good working relationships with all agencies and customers.

	<p>Promptly refer any issues/concerns outside of the scope of this post to the SPA Supervisor.</p> <p>Transferring referrals using the appropriate pathways.</p> <p>Participate in 7 day working rota, working flexibility on a rota basis, including weekends and bank holidays.</p> <p>Maintain confidentiality in relation to personal data held in accordance with the Data Protection Act and Trust Caldicott Guardianship principles, ensuring the confidentiality of all patient records is maintained at all times</p> <p>Take ownership to task and follow up calls to ensure appropriate service response is initiated.</p> <p>Understand Safeguarding guidance and responsibilities</p> <p>To participate in relevant team and one to one meetings</p>
Management and Leadership Responsibilities	<p>Champion the Trust improvement and leadership strategy, through attendance at Novice leadership and improvement sessions</p> <p>To work effectively and co-operatively within the team environment.</p> <p>To contribute and implement ideas to improve efficiency and lean working.</p> <p>Ability to escalate problems/enquiries as necessary.</p> <p>Participate in partnership working with other professionals to ensure the needs of the person are reviewed.</p>
Policy and Service Development	<p>Your duties and responsibilities must be undertaken at all times, in compliance with the Trusts policies and procedures.</p> <p>Contribute to the development of the SPA service and effectively implement service change.</p>
Research and Audit Responsibilities	<p>Record information into appropriate electronic and paper records.</p> <p>Participate in audits as required.</p>
Managing Resources Responsibilities	<p>To plan and organise own workload to ensure the delivery of the agreed service standards.</p> <p>Deal with and solve problems which can be both straightforward and varied, on a daily basis, to ensure customer enquiries are dealt with satisfactorily</p>

	To effectively use all equipment including telephone, fax and computers ensuring effective communication links.
Education and Training	<p>Participate in and contribute to in-service learning and development opportunities identified for both professional and personal development within the job role. For example: attend regular team meetings, supervision and appraisal, e-learning and training.</p> <p>Keep up to date with knowledge, skills, innovation and developments in service provision and use in your work with people.</p> <p>Honour and meet agreed work commitments</p>
<i>The job description and duties may be subject to future review as the needs of the service change.</i>	

KNOWLEDGE & SKILLS		
Essential	Desirable	Assessment Method
<p>Excellent interpersonal skills including an ability to empathise and use assertiveness skills appropriately.</p> <p>Excellent customer service skills.</p> <p>Knowledge and skills in providing an effective customer service and dealing with members of public and health and social care professionals.</p> <p>Working knowledge of patient-based information systems</p> <p>Excellent telephone manner.</p> <p>Ability to work independently and as a member of a team.</p> <p>Aware of confidentiality and sensitivity issues</p> <p>Ability to escalate problems / enquiries as necessary</p> <p>Excellent interpersonal skills including an ability to empathise & use assertiveness skills appropriately.</p>	<p>Experience of either health or social care systems.</p>	<p>Interview</p> <p>Application</p>
QUALIFICATIONS & TRAINING		
Essential	Desirable	Assessment Method
<p>Maths / English Level 1 or equivalent qualification or experience</p> <p>NVQ 2 in Business/Admin/customer care (or equivalent) or equivalent experience</p> <p>Computer skills</p>	<p>Attendance at Novice and leadership improvement sessions within first year of role</p> <p>ECDL</p>	<p>Qualifications Portfolio</p>

EXPERIENCE		
Essential	Desirable	Assessment Method
<p>Working knowledge of health and social care information systems.</p> <p>Excellent telephone manner.</p> <p>Knowledge and application of handling confidential and sensitive information.</p> <p>Ability to escalate problems or issues as they arise.</p> <p>Experience of a variety of computer systems.</p> <p>Recent experience in a customer focused environment.</p>	<p>Health or social care experience</p>	<p>Interview</p> <p>Application</p>
PERSONAL ATTRIBUTES		
Essential	Desirable	Assessment Method
<p>Ability to work independently and as part of a team.</p> <p>To work on own initiative, planning, prioritising and organising own workload.</p> <p>Managing completing priorities and deadlines.</p> <p>A focus on detail and delivering a quality service.</p> <p>Ability to recognise boundaries of their knowledge and responsibility.</p>		<p>Interview</p> <p>Application</p>

General Requirements:

1. Communications and Working Relations

The post-holder must treat colleagues in a manner that conveys respect for the abilities of each other and a willingness to work as a team.

2. Policies and Procedures

All duties and responsibilities must be undertaken in compliance with the Trust's Policies and Procedures. The post-holder must familiarise the ways in which to raise a concern to the Trust e.g. Freedom to Speak Up – Raising Concerns (Whistleblowing) Policy in order that these can be brought to the Trust's attention immediately.

3. Health and Safety

The post-holder must be aware of the responsibilities placed upon themselves under the Health & Safety at Work Act (1974), subsequent legislation and Trust Policies; to maintain safe working practice and safe working environments for themselves, colleagues and service users.

4. No Smoking

All Health Service premises are considered as non-smoking zones; the post-holder must familiarise themselves with the Trust's Smokefree Policy (G35)

5. Confidentiality

All personnel working for, on behalf of or within the NHS are bound by a legal duty of confidentiality (Common Law Duty of Confidentiality). The post-holder must not disclose either during or after the termination of their contract, any information of a confidential nature relating to the Trust, its staff, its patients or third party, which may have been obtained in the course of their employment.

6. Equal Opportunities

The Trust believes that all staff have a responsibility to make every contact count. This is to ensure that we are able to reduce health inequalities to the people we deliver services to and to our employees in our goal to deliver seamless, high quality, safe healthcare for all, which is appropriate and responsive to meeting the diverse needs of individuals. In working towards achieving our goals, it is important that staff and users of our service are treated equitably, with dignity and respect, and are involved and considered in every aspect of practice and changes affecting their employment or health care within the Trust.

7. Infection Control

The post-holder will ensure that (s)he follows the Trust's hospital infection prevention and control (HIC) policies and procedures to protect patients, staff and visitors from healthcare-associated infections. He or she will ensure that (s)he performs the correct hand hygiene procedures (as described in HIC 14), when carrying out clinical duties. He or she will use aseptic technique and personal protective equipment in accordance with Trust policies. All staff must challenge non-compliance with infection, prevention and control policies immediately and feedback through the appropriate line managers if required.

8. Safeguarding Children and Adults

The Trust takes its statutory responsibilities to safeguard and promote the welfare of children and adults very seriously. The Board of Directors expects all staff will identify with their manager during the SDR process their own responsibilities appropriate to their role in line with statute and guidance. This will include accessing safeguarding training and may include seeking advice, support and supervision from the trust safeguarding children or safeguarding adult teams. Where individuals and managers are unclear of those responsibilities they are expected to seek advice from the safeguarding teams.

HR Use Only

Job Reference No:



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APPENDIX 2

PROFILE SUPPLEMENT

This Role Involves:	Yes	No	Rare	Occasional	Frequent	Examples
Lifting weights/objects between 6-15 kilos		X				
Lifting weights/objectives above 15 kilos		X				
Using equipment to lift, push or pull patients/objects		X				
Lifting heavy containers or equipment		X				
Running in an emergency			X			
Driving alone/with passengers/with goods		X				
Invasive surgical procedures		X				
Working at height or in a confined space		X				
Concentration to assess patients/analyse information	X					
Response to emergency situations	X					

To change plans and appointments/meetings depending on the needs of this role						
Clinical interventions						
Informing patients/family/carers of unwelcome news						
Caring for terminally ill patients						
Dealing with difficult family situations						
Caring for/working with patients with severely challenging behaviour						
Typing up of formal minutes/case conferences						
Clinical/hands on patient/client care						
Contacts with uncontained blood/bodily fluids						
Exposure to verbal aggression						
Exposure to physical aggression						
Exposure to unpleasant working conditions dust/dirt/fleas						
Exposure to harmful chemicals/radiation						
Attending the scene of an emergency						
Food preparation and handling						
Working on a computer for majority of work						
Use of road transport						

