



Call Handler Job Description

Job Description

Reports to: Team Leader
Accountability: Head of Operations
Based at: Birmingham- Aston Bourne Road Site.

Summary

To provide a call handling service and associated administration duties.

- To take telephone calls from patients in a professional and courteous manner
- To record all essential information accurately
- To prioritise calls to be passed to 999, GPs and Nurses following clinical protocols

Key Accountabilities

- To take telephone calls from patients and accurately record all essential information on the Adastra system.
- On receipt of patient call, search computerised patient records, checking patient details and patient confidentiality, working within BADGER and service contract KPI's and legislative requirements
- Identify callers requiring an immediate emergency response and refer to appropriate emergency ambulance service
- Maintaining confidentiality at all times with particular reference to patient confidentiality and Data Protection Act
- Advise the Team Leader of any problems and take appropriate action as directed
- Contribute to the continuous improvement of service provision in BADGER communicating service user feedback to the Team Leaders where appropriate
- To ensure that at the end of shift working areas are left clean and tidy
- To perform any other relevant duties that may be dictated by the changing needs of the service
- To provide emergency Receptionist cover at Treatment Centers.
- Acting as chaperone for the duty doctor as and when required
- Any other ad hoc duties as and when required.

Relationship to other roles

Call Handler will report to the Team Leader.

Equality and Dignity

The post holder will be expected to adhere strictly to the principles of fairness and equality in carrying out the role. At all times the post holder will be required to show respect for and maintain the dignity of patients, the public and work colleagues. Badger will not tolerate any form of bullying or harassment, violence or aggression against its employees.

Confidentiality

Your attention is drawn to the confidential nature of the information collected. The unauthorised use of disclosure of patient information or any other personal information, staff code of conduct and/or Data Protection Act 1998 is a disciplinary offence and could result in prosecution or action for civil damages under the Data Protection Act 1998.

Information Governance

Information is vitally important for the safe clinical management of patient care and the efficient administration of services and resources, including our workforce. Information Governance is a framework to enable the BADGER Group to handle personal and corporate information appropriately.

It is the responsibility of our entire workforce, regardless of employment status, to ensure they abide by the requirements of Information Governance as set out in the Information Governance Policy.

Health & Safety

The post holder will be required to comply with the duties placed on employees of the BADGER Group as set out in the Health and Safety at Work Policy and related procedures. The post holder has a legal obligation to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law and following recognised codes of practice.

Disclosure and Barring Service

This appointment will be subject to a criminal record check from the Disclosure and Barring Service

Pre-Employment Health Check

The appointment will be subject to a satisfactory Pre-Employment Health Check.

The duties and responsibilities outlined in this job description are neither definitive nor restrictive and may change in detail from time-to-time to meet the changing needs of the operation



Call Handler Person Specification

Criteria	Essential	Desirable
Education/Qualification	<ul style="list-style-type: none"> GCSE English and Maths A-C grade or equivalent. 	
Skills/Abilities	<ul style="list-style-type: none"> Effective verbal and written communication skills with the ability to deliver clear and concise messages ensuring understanding and acknowledgement. Excellent organisational skills. Ability to identify and deliver the needs of customers. Ability to juggle differing priorities simultaneously. Ability to identify problems, provide solutions and implementing the most appropriate actions. 	
Relevant experience	<ul style="list-style-type: none"> Ability to develop a fair and equitable working environment. 	
Knowledge	<ul style="list-style-type: none"> An awareness and understanding of Data Protection and GDPR with the ability to deal with personal information sensitively and respect people's right to confidentiality. Intermediate level knowledge and use of information technology including use of Microsoft Office implementation and application. 	
Personal Qualities	<ul style="list-style-type: none"> Well-presented and professional attitude. Hands-on approach Positive outlook Self-confident. 	
Other requirements	<ul style="list-style-type: none"> Empathetic and understanding with excellent customer care attitude Ability to deal with conflict in a calm 	

	<p>and efficient manner.</p> <ul style="list-style-type: none">• Ability to work flexible hours over a 24-hour period to include nights, weekends and Bank Holidays.• Confident	
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