**JOB DESCRIPTION**

**Clinical Contact Centre – Call Handler**

**MAIN PURPOSE**

This post will:

* Support patients with an initial triage into appropriate services, providing empathetic and motivational support, to ensure a professional entry into the service.
* Provide day to day triage support within Everyone health contracts including. handling telephone calls/messages, electronic communication, appointment management and updating patient records
* Use clinical systems, to manage patient data for accurate record keeping.

**SUMMARY OF RESPONSIBILITIES AND DUTIES**

* To be the main point of contact throughout patient’s journey of care, from initial access to signoff, support navigation and access into interventions within the service as well as support to access wider community services.
* Provide day to day triage support. handling telephone calls/messages, electronic communication, appointment management and updating patient records
* Provide addition support for everyone health contracts where needed.
* Administration tasks including postal duties.
* Escalate patient issues and concerns to specialist teams when needed, using agreed mechanisms to document need, action and result, recognising skills boundaries. when needs exceed the skills and competencies of the virtual behavior change team
* Utilise a range of communication methods including digital technologies, telephone, email and text to ensure patient-led support is proportionate to individual needs
* Be compliant with all relevant policies, procedures and guidelines, including the appropriate code(s) of conduct associated with this post; maintain awareness of safeguarding issues, report and acting on concerns in accordance with Everyone Health and Local Authority policies and procedures.
* Take responsibility for own CPD and participate in Everyone Health’s induction, training and continual professional development as required; recognise and work within own competence and professional code of conduct.
* Prioritise, organise, and manage own workload in a manner that maintains and promotes high quality.
* Ensure that commitment to equality and diversity is reflected at all stages of project planning, delivery, and evaluation, in line with agreed service standards.
* Understand and adhere to strict confidentiality and safeguarding protocols.
* Support during contact centre opening hours as required.

**PERSON SPECIFICATION**

**1. SKILLS & ABILITIES**

* Excellent communication skills – written, verbal and non-verbal, and listening skills.
* Sound interpersonal skills with proven ability to work effectively with all levels of colleague, staff representatives, managers, external agencies and service providers.
* Keep accurate records to provide data and monitoring information.
* Emotionally sensitive and empathetic to members of the public accessing our service.
* Methodical and highly organised approach to work.
* The ability to work independently and as part of a team.
* Be able to plan own time effectively and prioritise activities around the needs of the team and individuals in the community.
* Respond effectively to referrals in line with agreed service protocols.
* Computer literate – ability to maintain and monitor information systems.
* Flexible and adaptable approach to working.
* Value and respectful of other people – regardless of background or circumstances.

**2. KNOWLEDGE**

* Knowledge of good communications and engagement practice.
* Knowledge and understanding of current GDPR regulations, the Patient Confidentiality and Data Protection Act or a willingness to learn.
* Knowledge and a good understanding of the social determinants of health or a willingness to learn.

**3. EXPERIENCE**

* Providing 1:1 support and triage to service users
* Managing own workload, to ensure tasks are completed on time and to a high standard
* Using software systems to record accurate data

**4. QUALIFICATIONS**

Required: Education to GCSE Standard at grades A-C for a minimum of 5 GCSEs (or equivalent) including Mathematics and English language or literature.

**5. SPECIAL CONDITIONS**

* Highly motivated self-starter with resilience, determination, and the ability to see jobs through to completion.
* This post involves working with vulnerable adults and as such the post holder will be required to apply for a disclosure of criminal records at an enhanced level (DBS).

**6. SAFEGUARDING**

Everyone Health Ltd is committed to safeguarding and promoting the welfare of the adults, young people and children who use the services. All staff have a responsibility to report any identified concerns of abuse or exploitation through the appropriate route in line with the respective policies and procedures.