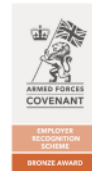


Call Handler - Job Pack - 239288

L I V I N G O U R V A L U E S



Organisation Structure



A Career with NHS 24



Now is a great time to be joining NHS 24 as we continue to grow and deliver safe, responsive person-centred services to the public of Scotland. We are proud to employ around 2000 staff across six main contact centres in Scotland.

Careers here are all about care and compassion. Our work uses digital and telephone-based technology to help people reach the right care, in the right place for them. We support people with both their physical and mental health needs, providing self-care advice when appropriate, offering mental health counselling support and connecting people with their local healthcare services if they need onward care.

Packed full of variety and accompanied by excellent benefits, we've made it our mission to give our people everything they need to thrive.

Are you?

- Resilient
- Committed to personal development
- Up for a challenging but rewarding career

If this sounds like you, then you sound like our kind of person.

NHS 24 is an equal opportunities employer committed to advancing equality and particularly welcomes applications from groups of people currently underrepresented within the workforce. We are a committed participant in the Disability Confident Leader Scheme and guarantee to interview all disabled applicants who meet the minimum essential criteria for our vacancies.

You can find more information about NHS 24 at <https://www.nhs24.scot/>

Please visit our NHS 24 career website: <https://www.nhs24.scot/careers/>



“ Being a Call Handler is so important because we are the first people patients speak to when they call our service, and we have the skills and ability to reassure and create a calm atmosphere for the patient.

I've gained friends for life in NHS 24 and have even changed my career path completely as I am now studying nursing. Being nominated for the spotlight award a year into my job was a surprise and big achievement for me! It can be a stressful job but having the mentality that I only deal with one call at a time really has helped me. My confidence has grown since I was in training and it's all down to the support and people I work with daily.

NHS 24 Call Handler - South Queensferry

“ I applied for the role of a Call Handler, as I wanted to try something different from my previous customer service roles. Talking to patients and helping them is the highlight of my job, I have amazing colleagues who I love to have a good chat with. Some calls can be challenging for different reasons, and call content can be distressing - but we have excellent supports in place to mitigate this. A great achievement for me was a patient sharing that at I had given them hope with their anxiety, simply by listening to them and empathising with their situation.

My advice to anyone just starting in this role would be don't overthink it, the processes are lengthy, but you have a team of experienced staff, trainers, and managers around you - and you'll see how supported you are.

NHS 24 Call Handler - Hillington

“ Having previously worked in care, I felt I still wanted to be able to help people and this was an ideal job for me. The role is important as we must ensure we take accurate information to relay this back to a medical professional. For this job you need to be empathetic, a good communicator, display good listening skills, and support your team- as they will support you! Enjoy your work as it can be extremely rewarding.

NHS 24 Call Handler - Cardonald

Our Values



Dignity and Respect

Openness, Honesty and Responsibility

Quality and Teamwork

Care and Compassion

Care and Compassion

A commitment to creating a supportive and inclusive environment, where everyone is valued and treated with respect. Care and Compassion guide our interactions with colleagues, patients, and partners, and serve as a foundation for building meaningful relationships

Dignity and Respect

Treating everyone with fairness, courtesy, and kindness, regardless of differences in background, belief, or opinion. Building trust and credibility in our interactions with others. Creating a positive work environment which is inclusive, respectful, and empowering

Openness, Honesty and Responsibility

Fostering clarity, trust, and accountability in all of our interactions, whether they be with colleagues, patients or partners. The value of openness, honesty, and responsibility is the commitment to be truthful, transparent, ethical, and accountable in work

Quality and Teamwork

Striving for quality and excellence in all our endeavours and setting a high standard for ourselves and demonstrating our dedication to our patients across Scotland. This is coupled with working collaboratively to achieve our common goals, and leverage individual strengths and expertise, resulting in better outcomes and improved efficiency

Service Delivery



Dignity and Respect

Openness, Honesty and Responsibility

Quality and Teamwork

Care and Compassion

Service Delivery is the patient-facing directorate of NHS 24 that covers the full range of services offered to Scotland, such as NHS 24 Unscheduled Care Service, Scottish Emergency Dental Service, NHS 24 Health Information Services, Breathing Space and Living Life Services.

- NHS 24 has been providing a national Unscheduled Care service since 2004
- Service handles approximately 1.5 million calls per annum
- During the out-of-hours period, patients who require urgent medical attention are triaged and directed to the most appropriate point of onward care within their own area.

We increasingly operate a multi-disciplinary team approach, involving a range of clinical and non-clinical skills to ensure the public get access to the best health care professional to manage their care efficiently and effectively.

Whilst operating 24hrs a day 7 days a week, the 111 Service was initially a predominately Out of Hours Service, which meant that 90% of calls to the service were received between the hours of 6pm and 8am. Weekends continue to be our busiest time of the week, when 50% of our weekly call demand is received.

A national service available to all in Scotland, the location, age, health concern and content of the calls are wide ranging, and no two calls are the same. Working in collaboration with our partner Health Boards, all calls to service are assessed and where appropriate directed to the appropriate health care professional for treatment. This includes calls which are immediately life threatening and require to be transferred to the Scottish Ambulance Service.

Who are you?



L I V I N G O U R V A L U E S



To be successful in the Call Handler role you will be

- Enthusiastic and committed to fully undertaking this opportunity
- Able to follow instruction and adhere to process whilst listening sensitively and communicate clearly with the callers

- Part of a busy and growing team playing your part in helping to ensure that patients and the public are first in everything NHS Scotland does

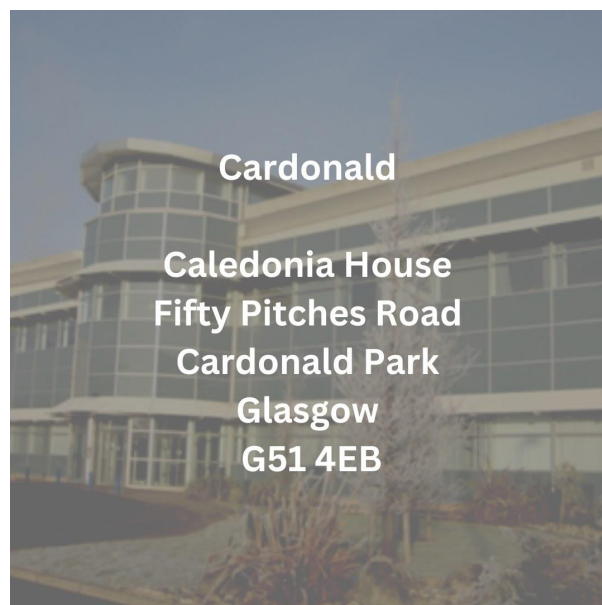
This will involve collecting and recording patient information, identifying patients in need of an immediate response, and directing callers to clinical colleagues or to other NHS services for further assessment.

As part of a multi-disciplinary team at NHS 24 you can make a real difference to people's lives with a career that is exceptionally rewarding.

Our Centres



We have six regional centres Aberdeen, Cardonald, Clydebank, Dundee and South Queensferry. Vacancies may not be available in all centres therefore please check the current advert for further detail on availability.





North Regional
Centre

Forest Grove House
Foresterhill Road
ABERDEEN AB25 2ZP



East Regional Centre

Norseman House
2 Ferrymuir
South Queensferry
EH30 9QZ



Clydebank - Aurora

Aurora House
3 Aurora Avenue
Clydebank
G81 1BF



Shift Working at NHS 24



NHS 24 can be described as a predominately “Out of Hours” Service which means our busiest times of the day are from 6pm to 8am and our busiest days of the week are Saturday and Sunday, across the full weekend. As a result, all staff rotas are designed around these times which means anyone working for NHS 24 will find their working pattern is heavily weighted to working at these times.

National Public Holidays are the busiest times, when other services across the Health Service are reduced.

Rota Information

- When joining the organisation successful candidates are issued with an 8-week rota, however these are subject to the following changes
- Rotas offered are fixed (and aligned to the call arrival patterns and volumes) therefore NHS 24 is unable to amend days off or shift start/end times
- If NHS 24 do require staff to alter their rota, NHS 24 will aim to provide 8 weeks' notice of any change to the rota

Over the busy Christmas and New Year period a ‘festive rota’ will be issued which will differ from the core rota, and may involve working different days, different shift times etc. during this period.

Example Rotas



Below are samples of NHS 24 Call Handler rotas.

Rotas are subject to service demand and call arrival patterns, these are regularly reviewed.

Successful candidates will be provided with their actual rota at the point of offer.

24-A

Week	Monday		Tuesday		Wednesday		Thursday		Friday		Saturday		Sunday	
	Start	End	Start	End	Start	End	Start	End	Start	End	Start	End	Start	End
1									07:30	16:00	07:00	15:30	07:00	15:30
2	07:45	16:15									15:00	23:30	15:00	23:30
3			16:00	00:30	16:00	00:30	16:00	00:30						
4	16:00	00:30									07:00	15:30	07:00	15:30
5	23:30	08:00	23:30	08:00	23:30	08:00								
6									23:30	08:00	23:30	08:00	23:30	08:00
7									16:00	00:30	15:00	23:30	15:00	23:30
8			07:45	16:15	07:45	16:15	07:45	16:15						

24-A2

Week	Monday		Tuesday		Wednesday		Thursday		Friday		Saturday		Sunday	
	Start	End	Start	End	Start	End	Start	End	Start	End	Start	End	Start	End
1									07:30	16:00	07:00	15:30	07:00	15:30
2	07:45	16:15									15:00	23:30	15:00	23:30
3			16:00	00:30	16:00	00:30	16:00	00:30						
4	16:00	00:30									07:00	15:30	07:00	15:30
5	23:30	08:00	23:30	08:00										
6							23:30	08:00	23:30	08:00	23:30	08:00	23:30	08:00
7									16:00	00:30	15:00	23:30	15:00	23:30
8			07:45	16:15	07:45	16:15	07:45	16:15						

30-N2-RUC_New

Week	Monday		Tuesday		Wednesday		Thursday		Friday		Saturday		Sunday	
	Start	End	Start	End	Start	End	Start	End	Start	End	Start	End	Start	End
1	16:00	00:30	16:00	00:30							07:30	16:00	07:30	16:00
2							16:00	00:30	16:00	00:30	15:30	00:00	15:30	00:00
3					16:00	00:30	16:00	00:30			15:30	00:00	15:30	00:00
4	16:00	00:30									07:30	16:00	07:30	16:00
5	16:00	00:30	16:00	00:30							07:30	16:00	07:30	16:00
6							16:00	00:30	16:00	00:30	15:30	00:00	15:30	00:00
7			16:00	00:30	16:00	00:30					07:30	16:00	15:30	00:00
8	16:00	00:30									07:30	16:00	07:30	16:00

Training



NHS 24 provides a comprehensive Core Training programme to all successful applicants. This programme lasts 3 weeks, with a further 2 weeks working in a 'protected pod'. Regardless of your contracted hours, training requires a commitment of 30 hours per week.

No annual leave can be taken during Training.

Below examples of the Training schedules, which may be subject to change:

*Example ** Subject to Change* - The initial training is for 3 weeks

- Week 1 Monday – Thursday 8-4pm
- Week 2 Monday – Thursday 8-4pm
- Week 3 Monday – Thursday 2-10pm

Benefits



Dignity and Respect

Openness, Honesty and Responsibility

Quality and Teamwork

Care and Compassion

NHS 24 offers a complete benefits package, with a permanent contract on Band 3 £28,011 - £30,230 (pro rata for part-time hours).

Current unsocial hours payment details can also be seen below.

Unsocial Hours Payments		
Column 1	Column 2	Column 3
Pay band	All time on Saturday (midnight to midnight) and any week day after 8 pm and before 6 am	All time on Sundays and Public Holidays (midnight to midnight)
1	Time plus 50%	Double Time
2	Time plus 44%	Time plus 88%
3	Time plus 37%	Time plus 74%
4 – 9	Time plus 30%	Time plus 60%

We also offer you many supportive policies to enhance your employee journey and have a comprehensive Employee Assistance Programme Provider, childcare vouchers, bursary scheme and a range of learning and development. As an NHS Scotland employee you will be entitled to:

- 35 days annual leave (rising to 41) pro-rata
- development opportunities including study bursaries, e-learning, and classroom-based courses
- enhanced pay for working during out of hours period
- enrolment into the Scottish Public Pensions Agency (SPPA) pension scheme
- NHS discounts on goods and services
- HELP, employee support and assistance

Where you choose to combine working with NHS 24 and another employer, please note that NHS 24 complies with the Working Time Directive regulations of staff working no more than 48 hours per week on average across all employments with appropriate rest breaks between shifts.

Job Description



Job Title	Call Handler
Department	111 Service Delivery
Directorate	Service Delivery
Health Board	NHS 24
Location	All Regional Centres
Grade	Band 3
Salary	£28,011 - £30,230

About the role:

Job Summary

- Call Handler within the 111 Service Delivery team

- Band 3 opportunity with a variety of hours available
- The Call Handler will handle a variety of incoming and outgoing calls to NHS 24, collecting and recording appropriate patient information. Working under the guidance of a Clinical Supervisor, helping to identify the needs of the caller and assist in directing them onwards to the most appropriate and safe place of care.
- Service Delivery is the patient-facing directorate of NHS 24 that covers the full range of services offered to Scotland, such as NHS 24 Unscheduled Care Service, Scottish Emergency Dental Service, NHS 24 Health Information Services, Breathing Space and Living Life Services.

Main Duties

- To be the first point of contact for the patient or carer/relative, establishing the nature of the call, identifying the appropriate assistance required from information given.
- On receipt of patient call, search computerised patient records, checking patient details and demographics and amending when required to maintain accuracy.
- Using effective questioning skills and respecting patient confidentiality, working within NHS 24 protocols and legislative requirements to update patient records.
- Identify callers requiring immediate emergency response and appropriately refer them to the Scottish Ambulance Service.
- Be competent in the use of the telephony system and be able to transfer calls internally and to Partner organisations. This includes retrieving calls in event of transfer failure.
- In the event of technology malfunction, the Call Handler will continue to answer calls, but will follow the revised process whereby recording patient information on paper
- Under the guidance of Clinical Supervision, the Call Handler may be required to make outgoing calls to update patients on the status of their call or to ask additional information questions to help quicken their onward referral
- All Call Handlers are required to adhere to process at all times and effectively navigate through the Patient Contact Management system as instructed to ensure a safe and effective patient journey for all callers, which is accurately recorded.
- The post holder is required to sit at a work station for the majority of their shift, requiring periods of intense concentration. The post holder will be required to wear a telephone headset for the majority of their shift.
- Be responsible for transferring calls onto the next stage in the patient journey whether this be an internal /external transfer or preparing the call for a call-back.

- Use Third Party assistance tools to help communicate with the caller ie) Language Line, when English is not the patients first language.
- Accurate recording and clear verbal communication of patient information
- Observe the Message Monitoring system between NHS 24 front line services and Partner organisations to ensure that all faxes and patient information has been sent/received. Escalate any problems and take appropriate action as directed under supervision.
- Contribute to the continuous improvement of service provision in NHS 24 by communicating service user feedback to relevant team managers where appropriate.
- The post holder must maintain excellent communications with colleagues in the front line team to assist in ensuring the smooth operation of NHS 24 services.
- Participate in the preceptorship and mentoring programme for new staff.
- Your performance must comply with the “Mandatory Induction Standards for Healthcare Support Workers in Scotland” 2009; and with the Code of Conduct for Healthcare Support Workers
- NHS 24 provides a comprehensive Core Training programme to all successful applicants. This programme lasts 3 weeks, with a further 2 weeks working in a ‘protected pod’.

Person Specification



	Essential	Desirable
Knowledge, Skills, and Training	Evidence excellent communication skills Strong IT skills with a high degree of accuracy and excellent keyboard skills Ability to work under pressure and follow clear instructions. Ability to multitask. Ability to learn multiple processes to support the variation of calls.	
Experience	Previous customer service experience working with the public (i.e. Care, Call Centre, Retail, Hospitality)	
Qualifications		Educated to SCQF level 5 or equivalent experience.
Other requirements	Evidence an understanding of both NHS 24 and the Call Handler role whilst demonstrating the Values	

Recruitment Process



NHS Scotland vacancies will close at midnight on the closing date. You will not be able to apply for a vacancy after the closing date has passed.

- Applications must be submitted using our recruitment system – Jobtrain. Candidates submitted via Recruitment Agencies will not be considered for this post. Please refer to the advert for support with completing your application.
- **Application Shortlisting** – applications forms received are reviewed and those meeting the role requirements will be invited to a competency-based interview.
- **Online Values Based Assessments** - Following the shortlisting process successful candidates will be contacted via email to complete an online assessment. 3 stage online assessment process including Situational Judgement Questionnaire, Behavioural Assessment and Multi-Tasking assessment

- **Telephone Interview** - Following the online assessment, successful candidates will be contacted via telephone by the recruitment team to complete a short telephone interview
- **Interview / Assessment** – Our competency-based interviews have a focus on NHS 24 values and the candidate's technical expertise. The interview may also include a role specific test or a presentation topic. Interviews will be held online.

*Start dates will be dependent on all pre-employment checks being completed and availability on our induction training programme.

For more information on the recruitment process and for support and guidance with your application please visit our Recruitment site at <https://www.nhs24.scot/careers/our-recruitment-process/>

NHS 24 has a legal obligation to ensure that it does not employ any Worker who has not been granted the relevant permission to work in the UK. This permission is without exception granted by UK Visas and Immigrations. We are required to check the entitlement to work in the UK of all prospective employees, regardless of nationality or job category. NHS 24 does not hold a sponsorship license therefore will be unable to sponsor candidates for skilled worker visas. Candidates who require a Certificate of Sponsorship can access further information at www.bia.homeoffice.gov.uk. Skilled worker Visa and all current immigration rules are available at www.gov.uk

Contact information



For further information please contact the NHS 24 Recruitment team:

Email: recruitment24@nhs24.scot.nhs.uk

Please Note: If you experience difficulties with accessing or using JobTrain, please contact: nhsscotland@helpmeapply.co.uk

