



**Solihull
Healthcare
Partnership**

Document ID:

HR03-03

Issue Date:

8 January 2020

Revision:

1

Job Description

Approved by:

HR

Job title:

Call Handler

Responsible to:

Call Centre Team Leader

Accountable to:

Unplanned Care Manager

1. Job Role / Purpose:

To support the Telephony process for Solihull Healthcare Partnership, working closely with all care navigation and administrative staff across all sites, to ensure a seamless service is provided to all of our patients. To be able to work with limited supervision, as part of the telephony team, and to display sensitivity and tact when dealing with patients and relatives.

To have a responsible outlook in order to cope with the challenges of a busy patient-focused environment, using prioritising skills and discretion to take account of situations presented and degrees of urgency.

2. Key Duties & Responsibilities:

- To take responsibility for answering telephone calls promptly from patients, SHP employees, other health care professionals and general business callers.
- To understand the appointment protocol for the different practice services and to fully understand the relevant modules of EMIS Web to book / view / cancel / amend appointments.
- To demonstrate a professional telephone manner at all times, providing excellent customer service.
- To undertake general clerical duties as required.
- To participate in team meetings and training as appropriate.
- To be familiar with and adhere to Solihull Healthcare Partnership's policies, procedures and protocols.
- To undertake extra duties as deemed relevant to the post under the direction of your line manager, including cover for staff absence.
- Addressing patients' requests for information.

3. Other Responsibilities

Health and Safety

- To comply with the Health and Safety at Work etc. Act 1974.
- To take responsibility for their own health and safety and that of other persons who may be affected by their own acts or omissions.

Equality and Diversity

- To carry out at all times their responsibilities in line with Equal Opportunities Policy and Procedure.



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Risk Management and Clinical Governance

- To work within the Clinical Governance Framework of the practice, incorporating Risk Management and all other quality initiatives and all aspects of CQC implementation.

Confidentiality

- To maintain confidentiality of information relating to patients, clients, staff and other users of the services in accordance with the General Data Protection Regulations 2018 including outside of the work environment. Any breach of confidentiality may render an individual liable for dismissal and/or prosecution.

Safeguarding

- Whilst in post, staff are expected to acquire and update their knowledge on safeguarding as per the intercollegiate document requirements and SHP policies.

Professional development

- The post holder will participate in any training programme implemented by the practice as part of this employment
- To participate in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development

General

- To undertake any other duties commensurate with the role, within the bounds of his/her own competence as guided by the attached management framework.
- To work across the various SHP sites as required.
- In light of national policy and due to the needs of the business it may be necessary for the Partnership to alter the opening hours of the surgeries. This could incorporate different opening hours and weekend working which may affect when you are required to work. The post holder is expected to be flexible and accommodating, following consultation, in terms of any changes to operating times in the future.

Vision Statement: To be the most respected Primary Care provider in the Birmingham and Solihull Region.

Mission Statement:

Sustainable Primary Care services that meet the needs of our patients and commissioners.

Have a united, strong and financially viable organisation.

Practice of choice for our patients and the employer of choice for our people.