**Job Description & Person Specification**

|  |  |  |  |
| --- | --- | --- | --- |
| Position: | NHS 111 Deputy Operational Shift Lead | Division: | NHS 111 |
| Location: | Derby, Ashgate, Oldbury | Reporting to: | NHS 111 Operational Performance Manager |

Purpose of the Role

To demonstrate competence in call taking from the front end of call to completion and provide leadership in the NHS 111 call centres to all call, taking staff taking responsibility at site under the direction of the NHS 111 Operational Shift Lead/NHS111 Team Manager. To help and support colleagues, as necessary, with patient contacts, call taking and other areas of roles which may impact on patient experiences.

Key Success Measures

* Caring & Compassion - We will actively listen to understand and empathise with others’, with a desire support both patients and colleagues.
* Always Professional - We will be accountable for consistently delivering high quality healthcare for our patients
* Respect & Dignity - We will actively listen to each other and our patients to answer their concerns or questions. We will maintain and respect patient’s dignity and must ensure it is never compromised.
* Everyone Matters - We will actively encourage feedback from both patients and colleagues to continually improve our service, ensure everyone has an opportunity to have their voice heard, and everyone has an opportunity to further develop their skills and competencies.

Key Areas of Responsibility & Accountability

* Receive telephone calls from patients or healthcare professionals, undertake an assessment of the presenting concerns, and complete the call as appropriate using NHS Pathways or other clinical decision support system.
* Maintain accurate and immediate records of every enquiry, including assessment and any advice to callers
* Manage all calls in a controlled and professional manner treating patients with empathy, respect and consideration.
* Support the achievement of quality standards and performance levels relevant to the service.
* Ensure that DHU policies and procedures are followed.
* Keep abreast of changes in services provided by the Call Centre.
* Identify potential opportunities and make recommendations for service improvement as necessary.
* Supporting the Operations Help Desk
* Advising other advisors via the non-clinical advice line of next steps to take to ensure safe patient care
* Resending ITK messages
* Pass backs
* Addressing incorrect Directory of Services referrals
* Managing third party provider appointment cancellations
* Completing number checks
* Support the management of complaints and compliments arising whilst on shift.
* Support colleagues with safeguarding referrals and any other call taking processes
* Undertake appropriate health advisor duties as may be required for patient or operational safety within the policies of the Company
* Any other duties appropriate to the role
* Undertake appropriate personal and professional development to meet the requirements of the NHS Career Framework.
* Work within and promote the DHU vision and values
* Seek feedback on own performance from line mangers
* Keep up to date with all changes to DHU 111 services
* Participate in the provision of coaching, mentorship, training, supervision and the continuing development of call taking staff
* Offer appropriate advice on practices, delivery and service development within the parameters of own role
* Participate in ongoing individual personal development within the organisation ensuring maintenance and review of own personal development plan.
* Mentor and role model the development of excellence health advisor practice
* Adhere to all DHU procedures, protocols and other relevant memoranda as appropriate
* Attend training and meetings as and when required to do so by senior management
* Maintain strict confidentiality in relation to all issues concerned within the service and adhere to DHU policy ensuring staff are aware of their obligations under the Freedom of Information Act, Information Governance and the Data Protection Act.
* Communicate outstanding issues to peers, NHS 111 Operational Shift Leads, NHS111 Team Managers, or the Service Delivery Managers before going off duty. In relation to serious issues, these must be reported to a member of the NHS 111 Senior Management Team, NHS 111 Managing Director, or in their absence, the director on call.
* Notify the appropriate senior manager immediately of any circumstances which may affect the provision of a high quality service.
* Maintain and ensure maintenance of a tidy work environment at all times
* Organise and prioritise effectively your own work schedule to ensure operational excellence with minimum supervision
* The post holder is required to take responsible care for the health and safety of him/herself and other persons who may be affected by his/her acts or omissions at work. The post holder is also required to co-operate with DHU to ensure that statutory and departmental safety regulations are adhered to.
* DHU is an equal opportunities employer and you will be expected to comply with all relevant policies and procedures in this area together with all other policies and procedures as initiated by DHU.
* DHU is a non-smoking organisation and you are therefore required not to smoke on or in any of the estate where DHU’s business is carried out
* Staff within DHU 111 (EAST MIDLANDS) CIC and DHU Health Care and related organisations
* Staff in primary and secondary care services
* Staff within local authority Social Services
* Related services within the health economy

Person Specification

The job holder will have the relevant qualifications, experience and skills to excel in this job role, as further explained in the table below.

|  |  |
| --- | --- |
| Experience | * Expert user of NHS Pathways and Adastra host system
* Accredited NHS Pathways coach (minimum of 6 months experience required)
* Previous experience of working within a healthcare environment providing telephone triage/assessment
* Previous experience (or an interest in) operational service delivery
* Previous experience (or an interest in) supporting, developing and motivating others to deliver high quality calls and patient care
* Able to assertively and professionally manage challenge
* IT experience (e.g. Word/Excel and other packages) as well as email systems and other electronic media
* Experience of communication with a variety of people
 |
| Skills and Knowledge | * Excellent interpersonal and communication skills
* Demonstrable knowledge of how to engage with people and support them to work to high standards
* Able to demonstrate skills of assertiveness when needed
* Demonstrate a positive approach to working under pressure
* Ability to use initiative
* Accurate record keeping
* Excellent telephone manner
* Problem identification and solving skills
* Decision maker
* Effective time management – strong organisational skills
* Ability to maintain strict levels of confidentiality
 |
| Job Circumstances  | * Commitment to role
* Able to work unsocial hours
* Flexibility to meet service/rota needs as provided
* Ability to travel to all sites on request
 |
| Personal Qualities | * Enthusiasm with energy and drive.
* Conscientious, reliable, resourceful and pro-active.
* Enjoys working to a high standard and insists on quality outcomes.
* Proven team player
* Diplomatic and professional
* Resilient
* Professional attitude
* Sense of humour
 |

Diversity

DHU believe our workforce should be as diverse as the range of services we offer, and the communities we serve. We are committed to valuing and encouraging diversity throughout our workforce, regardless of age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. As part of our mission we are dedicated to eliminating discrimination

Acknowledgment

I acknowledge receipt and confirm my understanding and acceptance of the responsibilities specified in my Job Description.

***Please Note:*** *If you are unclear of any requirement in this document obtain clarification from your line manager.*

|  |  |  |  |
| --- | --- | --- | --- |
| Signature of Post Holder: |  | Date: |  |
| Name: |  |