

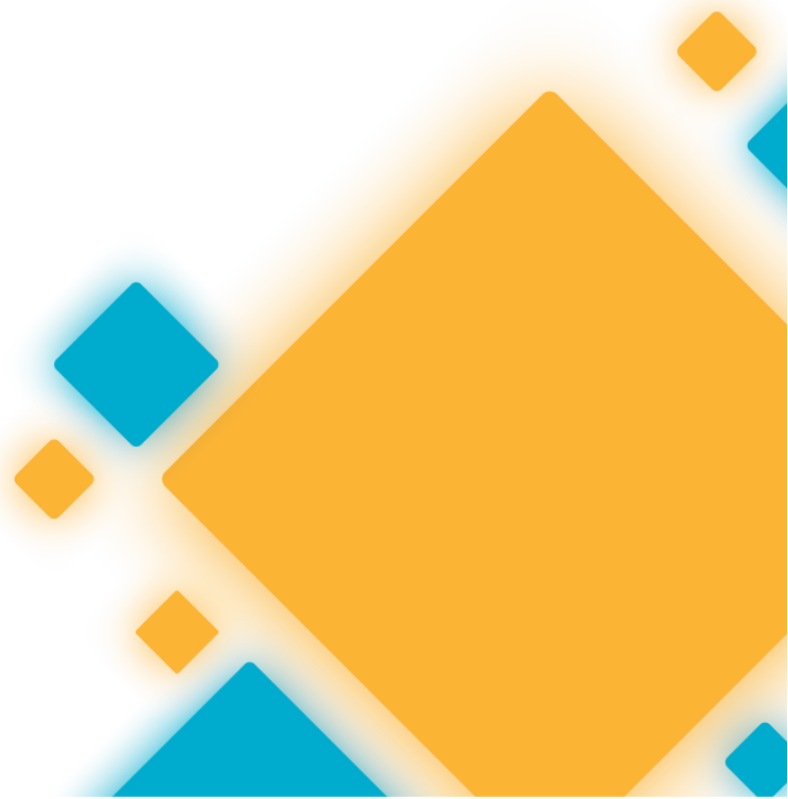
**With you, we're making the
difference.**

**Together, we can achieve
more.**

JOB DESCRIPTION AND PERSON SPECIFICATION

Call Dispatcher

Leicester, Leicestershire and Rutland



**For you.
For them.
With us.**

For you: we offer a fulfilling career, full of support, compassion, respect, fulfilment, and benefits.

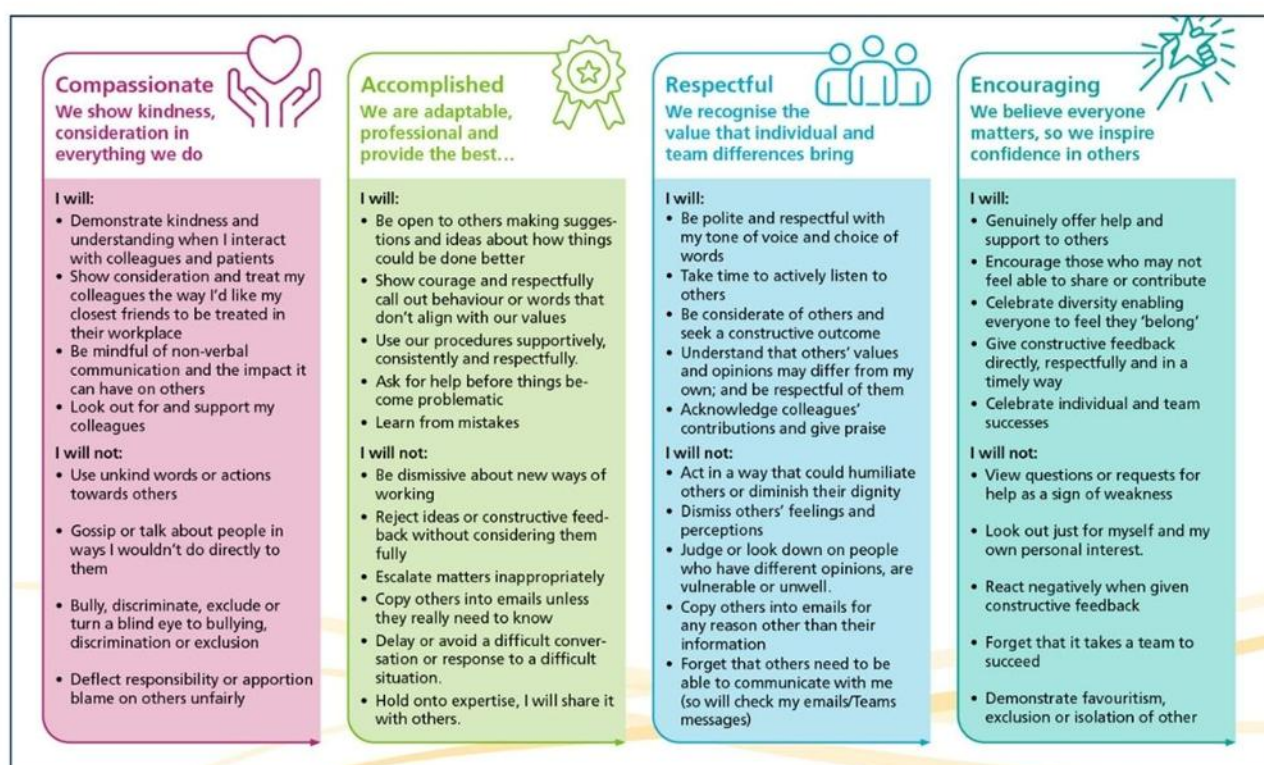
For them: we overcome challenges and achieve more for our patients and their outcomes.

With us: we're united through purpose, teamwork, shared pride and fulfilment. Our values, behaviours and principles.

Our values, behaviours and principles

At DHU, how we work is just as important as what we do. Our Behavioural Framework (below) is rooted in our CARE values and sets out the behaviours we expect from everyone. Together, these behaviours shape a culture where every role and every person matters.

When you become part of DHU, you join an organisation where these values are lived every day by our people, for our patients, and within our communities.



Job Description and Person Specification

Position:	Call Dispatcher
Division:	Leicester, Leicestershire and Rutland (LLR)
Location:	Anstey Frith, Glenfield, Leicester, LE3 8RN
Reporting to:	Deputy Operations Manager
Band:	DHU Band 2, £24,853 per annum (pro rata)
Last reviewed:	October 2026

Purpose of the role

The post holder will be part of a team based in Leicester. The post holder will be responsible for providing a seamless dispatching service of Home Visits to Clinicians and monitor all operational activities to ensure the smooth and efficient running of the service. Computer systems (Adastra and System 1) will be used to capture patient information for onward transmission to clinicians.

A commitment to a quality service and excellence in all that DHU Health Care CIC undertakes are integral to the role and the development of the service.

The post holder will participate in promoting and advancing DHU Health Care CIC.

Performance 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 accountability and responsibility

Home Visit Dispatch and Monitoring

- Dispatch home visits to the appropriate clinicians in designated vehicles, ensuring priority levels and time targets are met and Vimcar is used efficiently.
- Ensure all P2s are added to System 1 within five minutes and all home visits are sent to Mobile HCP within 15 minutes, followed by a telephone call.
- Monitor the progress of home visits, ensuring clinicians mark their arrival. Contact clinicians if arrival has not been recorded within 1 hour and 30 minutes and log any visits at risk of breaching targets.
- Proactively review visit caseloads to identify calls streamed via the Clinical Lead and make comfort calls to patients during peak periods.

Communication and Team Support

- Maintain regular contact with Home Visiting Service (HVS) crews and provide routine updates to the Shift Co-ordinator, including hourly updates during peak demand.
- Escalate any objections from clinicians to undertake visits to the Shift Co-ordinator and/or Clinical Lead.
- Communicate outstanding issues and provide a clear handover to the incoming shift replacement before logging off.
- Provide first-line support to crews in the event of accidents or vehicle breakdowns.

Safety and Quality

- Follow DHU policies, procedures, protocols and Standard Operating Procedures (SOPs), ensuring compliance with DHU and national quality standards.
- Promote the safety and wellbeing of patients, the public and colleagues by reporting incidents and identified risks through Datix and completing the Dispatcher Incident Log.
- Ensure information is reported accurately, securely and within required timeframes.
- Notify the Shift Co-ordinator of any incidents or circumstances that may affect the provision of a high-quality service.

Administration and General Duties

- Maintain accurate manual and computerised records and assist with audits, administrative and clerical duties as required.
- Maintain strict confidentiality and comply with the Data Protection Act 2018.
- Support and train new members of staff, attend meetings and training as required, and provide cover for non-clinical colleagues during sickness, annual leave and bank holidays.
- Adapt to organisational changes, meet operational requirements and undertake any other reasonable duties as required.

Person specification

Experience & Qualifications

- Educated to GCSE level or equivalent
- Previous experience of working with the public in a busy environment
- Communication with a variety of people
- High level of computer experience (e.g. Word/Excel and other packages) as well as email systems and other electronic media
- Proven organisational skills
- Excellent interpersonal/ communication skills with a variety of media and all levels of staff with the company as well as external agencies
- Ability to analyse data and draw conclusions, when required
- Ability to use initiative
- Accurate record keeping
- Excellent telephone manner
- Excellent problem-solving skills
- Listening skills
- Effective time management – strong organisational skills
- Ability to maintain strict levels of confidentiality
- Commitment to role
- Able to work unsocial hours
- Flexibility to meet service/Rota needs
- Proven team player
- Diplomatic
- Ability to work under pressure
- Conscientious, reliable and resourceful

Knowledge & Skills

- Excel qualification
- Typing/Word Processing RSA 2
- Databases
- People Supervision

Personal Attributes

- Caring & Compassion – Putting patients interests at the heart of everything we do
- Always Professional – Demonstrate excellence in everything we do
- Respect and Dignity – Everyone has the right to respect and dignity
- Everyone Matters – Placing our colleagues and patients at the heart of the organisation

Key policies and what we expect from each other

Belonging: At DHU, we want everyone to feel like they truly belong. We believe our team should be just as diverse as the people and communities we care for. Whoever you are, wherever you're from - you're welcome here. We're all about building a culture where everyone feels seen, heard, and valued.

Diversity: We're proud of the different backgrounds, experiences and perspectives our people bring. That's what makes us strong. We treat everyone fairly and respectfully, and we're committed to creating a workplace that celebrates what makes each of us unique. No one should ever feel left out, left behind, or treated differently.

Safeguarding: Keeping people safe is at the heart of what we do. Whether it's patients or colleagues, children or adults - we all share a responsibility to look out for one another and speak up if something doesn't feel right.

Health & safety: Everyone has a part to play in staying safe at work. Be mindful of how your actions affect others and follow our health and safety guidance. If you see something that's not safe, speak up.

Wellbeing: Look after your own health and wellbeing, and help create a positive, supportive workplace for everyone. Use the resources available, treat colleagues with respect, and speak up if something isn't right. Together, we can make DHU a place where everyone can thrive.

Engagement: Support and promote employee engagement by collaborating effectively, communicating openly, and contributing to a positive team culture.

Infection prevention and control: A clean and safe space is everyone's responsibility. Stick to our infection prevention guidance - it helps protect you, your team, and the people we care for.

Looking after our planet: We all have a part to play in protecting the environment. At DHU, we do our bit by using resources wisely and keeping waste to a minimum. That means recycling and sorting waste properly, switching off lights and equipment when we're not using them, reporting heating or cooling issues as soon as they happen, and cutting down on unnecessary travel. Small actions, big difference - especially when we all do them together.

Teamwork: As part of our DHU team, you might be asked to take on different tasks now and then to help us meet our goals. We all pitch in where we can, support each other, and stay flexible to keep things running smoothly.

Postholder acknowledgement

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.

First name:

Surname:

Signature:

Date: