



Job Description

| | |
|---------------------|--|
| Job Title | Emergency Call Handler |
| Band | AfC Band 3 |
| Location | Emergency Operations Centre, Waterloo or Bow |
| Reporting to | Performance Manager - Call Handling |

Job Purpose

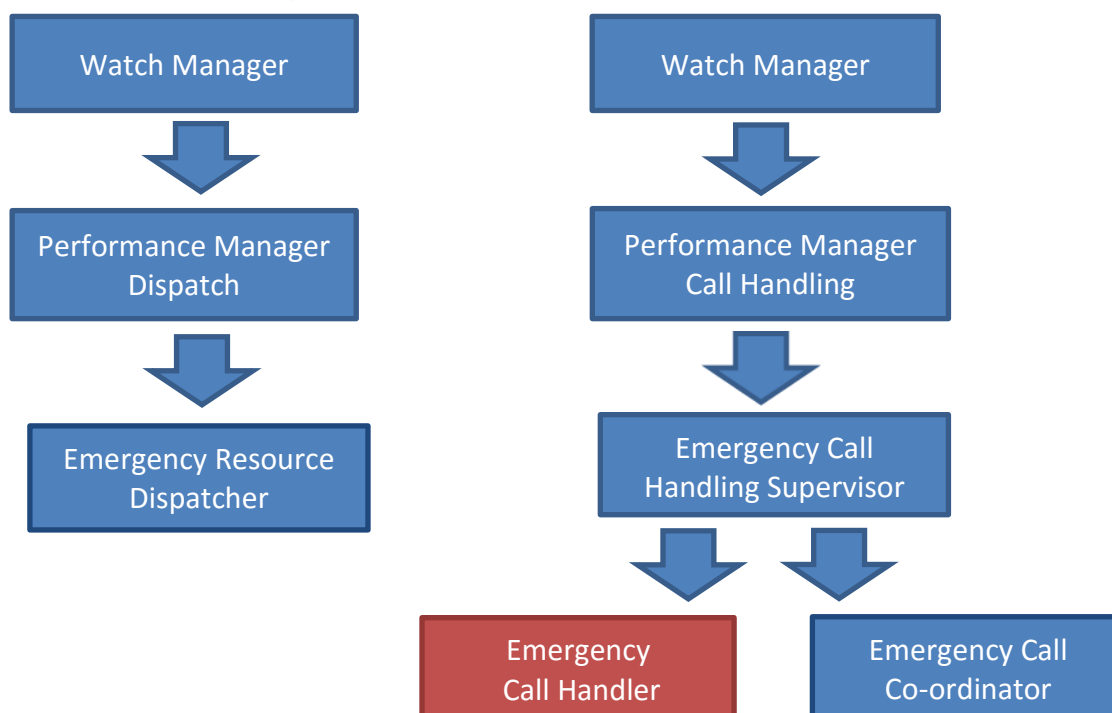
The Emergency Call Handler is the pivotal role in the London Ambulance Service NHS Trust in providing high quality care and support to patients.

The post holder is the first point of contact for all 999 callers that access the Emergency Operations Centre (EOC). These can be patients, patient's relatives, members of the public, healthcare professionals and other emergency services who require medical assistance.

Working as part of a team receive and take charge of all incoming emergency calls using the Medical Priority Dispatch System (MPDS) and obtain an initial assessment of both the patient and the scene in an efficient manner.

To be able to deal with verbally aggressive, abusive, highly emotional or threatening callers in a professional manner using effective communication, interpersonal and persuasive skills to obtain the required essential patient information.

To be responsible for accurately recording essential patient information in a precise and timely manner on both Computer Aided Dispatch (CAD) system and handwritten paperwork for both emergency and non-emergency ambulance requirements.



Key Result Areas & Performance Indicators

- To effectively answer all types of emergency and non-emergency calls made to the 999 Emergency Operations Centre (EOC).
- To ensure all calls are answered and recorded in accordance with the Trust's policies and procedures.
- To utilise the Computer Aided Dispatch (CAD) system and Medical Priority Dispatch System (MPDS) to enter patient information in a precise, accurate and efficient way.
- To analyse information given by the caller and using MPDS provide appropriate advice /care.
- To ensure all details are passed to relevant personnel to ensure appropriate dispatch of resources.
- To deal with complex, sensitive or contentious information regarding a patient's condition.
- To communicate tactfully and empathetically with callers showing care when handling all calls.
- To monitor patient incidents to ensure all information is gathered and the patient's condition has not deteriorated.
- To maintain good control of the call to ensure efficient handling time to improve the response to the patient.
- To be responsible for the accurate input of confidential data into the computer systems.
- To provide correct MPDS post-dispatch instructions and pre-arrival advice to callers where appropriate.
- To signpost callers to alternative care pathways as per service requirements.
- To be able to modify and adapt communication styles taking into consideration the differing needs of the callers especially in complex situations.
- To be able to effectively communicate and deal with highly emotional callers, including traumatic incidents such as death.
- Use persuasive and negotiating skills when handling calls where the caller is abusive or uncooperative.
- To cover a 24/7 rotating shift pattern.
- To take appropriate action when changes in the patient's condition occur.
- To communicate at the relevant level with other healthcare professional, emergency services and other agencies.
- To undertake annual education and personal development.
- To ensure all actions taken are recorded in an accurate and timely manner.
- To input data effectively and accurately to ensure ambulance crews are updated regarding the patient's condition; address etc.
- To provide an appropriate response to the caller considering the on scene health and safety requirements.
- To remain calm and resilient in a pressurised environment.

Key Relationships & Stakeholders

- Patient and Service Users
- Emergency Call Handlers
- Emergency Call Co-ordinators
- Emergency Call Handling Supervisors
- Emergency Resource Dispatchers
- Performance Manager - Call Handling
- Performance Manager - Dispatch
- Watch Management
- General Manager
- Head of 999 Service Delivery
- Head of Quality and Continuous Improvement
- Emergency Bed Service
- Head of Emergency Operations Centres
- Non-Emergency Transport Service
- NHS 111 and alternative care providers
- Operational staff
- Clinical Hub
- Tactical Operations Centre
- Quality Assurance Department
- Medical Directorate
- Education Centre - EOC
- Department of Emergency Preparedness, Resilience and Response

Key Responsibilities

Strategy

- To operate within policies and procedures of the EOC.
- To respond to and implement changes to policies and procedures as appropriate.
- To bring to the attention of Watch management any concerns and/or suggestions for improvement with regard to the provision of services within EOC.
- To participate in working groups as appropriate.

Operational Delivery

- To answer all types of emergency and non-emergency calls made to EOC
- To ensure all calls are answered in accordance with policy and procedures of EOC.
- To use the Computer Aided Dispatch (CAD) system and Medical Priority Dispatch System (MPDS) to ensure details of all calls are recorded accurately.
- To take callers through designated protocols to elicit all relevant details from the caller.
- To analyse information given by the caller and record required information.
- Provide advice to callers as directed by the MPDS and in line with Service protocols and procedures.

- Where barriers to communication exist such as language or noise be able to efficiently and effectively communicate with the caller using persuasive skills where appropriate.
- To use MPDS to ensure the appropriate triage of calls.
- To provide correct MPDS post-dispatch instructions and pre-arrival advice to callers where appropriate.
- To ensure all details are passed to relevant personnel to ensure appropriate dispatch of resources.
- To monitor patient incidents to ensure all information is gathered and the patient's condition has not deteriorated.
- To take appropriate action when changes in the patient's condition occur, ensuring appropriate advice and guidance is given.
- To communicate at the relevant level with other healthcare professionals, emergency services and other agencies.
- To ensure all actions taken are recorded in an accurate manner.
- To input data effectively and accurately to ensure resources are updated regarding the patient's condition; address etc.
- To remain calm in all situations.
- To handle appropriately abusive and distressed callers in line with the Managing Abusive Callers Procedure.
- To remain on the line as appropriate with callers providing reassurance, support and advice as appropriate.
- To be able to manually take calls in line with Trust procedure during a system failure or planned take down to maintain service delivery.
- To maintain Academy standard (less than 7%) of non-compliance for call handling and ensure performance is in line with Key Performance Indicators (KPIs).
- Demonstrate professional behaviours at all times.
- To ensure completion of statutory and mandatory training.
- Assist in the promotion of a fair and just culture by being open, honest, supportive and respectful to others.

Quality Care & Governance

- To ensure high delivery of patient care remains as the focus of all work.
- To ensure all work is undertaken in accordance with policy and procedures.
- To ensure all records are maintained in an appropriate manner and in accordance with procedure.
- Maintaining confidentiality of information about patients, staff and health service business in accordance with the Data Protection Act (1984) and Trust Policy.
- Recognise concerns with 999 calls due to the nature of the information gained and make referrals as appropriate to other agencies.
- Safeguarding and promoting the welfare of vulnerable adults and children keeping up to date with safeguarding guidance and seeking advice and support from internal experts when required.
- To undertake any other duties relevant to the post as may be assigned from time to time which are consistent with the responsibilities of the Band.

Infection Prevention & Control

All Trust employees, whether involved directly or indirectly in the provision of healthcare, have a duty to co-operate with and implement Trust policies and procedures in preventing and controlling infection. This includes co-operation with colleagues and contractors also involved in the provision of healthcare so far as is necessary to enable the Trust to meet its obligations under the Health and Social Care Act 2008.

Safeguarding

The London Ambulance Service NHS Trust is committed to safeguarding and promoting the welfare of children and young people and adults at risk and expects all staff and volunteers to share this commitment and ensure they work in accordance with the LAS Safeguarding Child and Adult at Risks Policies and Procedures.

Staff should ensure that they remain up to date with safeguarding training requirements and know how to report safeguarding concerns or allegations against staff and should follow safeguarding policy and procedures and the allegations against staff policy.

Confidentiality

Maintain confidentiality in relation to personal data held for colleagues and patients, ensuring that it is processed lawfully; for no purpose other than that for which it was obtained; is relevant to that purpose; is retained for no longer than is necessary; is processed in accordance with the rights of the subject to access and accuracy; and is protected from accidental loss or damage in accordance with the requirements of the Data Protection Act (as amended), and records management guidance.

Maintain confidentiality of patient-identifiable personal data using a non-identifiable alternative, where practicable, and limiting access on a strictly need to know basis in accordance with the responsibilities of the Trust's Caldicott Guardian.

Risk

Accept personal responsibility for contributing to the Trust's management of risk, including the reasonable avoidance of any action which would knowingly cause unacceptable risk to self, others, or to the Trust.

As far as is reasonably practicable attempt to prevent other people from undertaking tasks or actions which would knowingly cause risks to self, others, or to the Trust, in accordance with Trust policy and training.

Identify and report actual or potential hazards/ risks in the work environment in accordance with Trust policies, and take immediate action to minimise risks where it is reasonably practicable to do so.

Identify and report to the appropriate authority incidents of risk, neglect, abuse or endangerment to vulnerable adults and children.

Follow LAS policy on use of PPE (Personal Protective Equipment) e.g. Stab Vests, Hi- Visibility Clothing, Gloves, Visors etc.

Awareness of and compliance with Health and Safety Regulations.

Equality and Diversity

The Trust recognises the need for a diverse workforce and is committed to Equal opportunities in employments. And seeks to eliminate unlawful discrimination. To promote equality of opportunity and good relations between staff and patients (including volunteers, contractors and bank staff) must at all times fulfil their responsibility with regards to the Trust Equality and Diversity policy and the Equality Act of 2010. All individuals have responsibility to highlight any potential discriminatory practice

Health and Safety at work

In addition to the Trust's responsibilities under the Health and Safety legislation, you are reminded of your responsibilities for health and safety at work under the Health and Safety at Work Act 1974 (as amended) and associated legislation. These include the duty to take reasonable care of the health and safety of yourself and others in your work activities and to co-operate with your employer in the discharge of its statutory duties. You must adhere strictly to the Trust's policies and procedures on health and safety and report all accidents, dangerous occurrences, unsafe practices or damage to your manager promptly using the Trust's incident reporting system. You must make use of appropriate training, safety equipment, protective clothing and footwear and attend training. Failure to comply with these requirements may result in disciplinary action.

DISCLOSURE AND BARRING SERVICE (DBS)

If the post you are undertaking requires you to complete a DBS disclosure, this will be managed and processed in line with the DBS Policy and you will be required to sign up and maintain your subscription to the DBS Update Service.

Person Specification

| Qualifications, Accreditations, Education | | |
|--|-----------|----------|
| | Essential | Evidence |
| Minimum of 3 GCSE's or equivalent at grade C / 5 or above including Maths and English, NVQ level 3 in a relevant subject or equivalent | √ | A |
| Must hold or attain Emergency Medical Dispatch Certification and must achieve recertification every 2 years | √ | A |
| Age 18 years or older (in line with legislation) | √ | A |
| Experience | | |
| Experience of using telephone as a regular means of communication within work or voluntary capacity | √ | A/I/T |
| Previous experience of working within a customer service oriented environment/organisation | √ | A/I |
| Knowledge and Skills | | |
| Excellent telephone manner | √ | A/I/T |
| Excellent interpersonal skills including the ability to communicate clearly and effectively | √ | A/I/T |
| Excellent listening skills | √ | A/I/T |
| Effective verbal and written communication skills | √ | A/I/T |
| Ability to cope in stressful situations | √ | A/I/T |
| Ability to deal with distressing/confidential and sensitive information | √ | A/I/T |
| Good keyboard skills (a minimum of 30 words per minute, with accuracy) | √ | A/T |
| Understanding of computer systems | √ | A/I/T |
| Able to work and remain calm under extreme pressure | √ | A/I/T |
| To prioritise workload and work to tight timescales | √ | A/I/T |
| Ability to work to defined procedures and instructions | √ | A/I/T |
| An assertive but empathetic manner | √ | A/I/T |
| Ability to handle multitasks effectively | √ | A/I/T |
| Ability to record accurate and comprehensive handwritten information in a timely manner | √ | A/I/T |
| Personal Abilities | | |
| Ability to work effectively as part of a team | √ | A/I/T |
| Caring attitude and sensitivity to others | √ | A/I/T |
| Ability to interact with people from varying cultural backgrounds and social environments. | √ | A/I/T |
| Demonstrate commitment to the provision of an effective and efficient service to callers | √ | A/I/T |

Key:

(A = application, T = test, I = interview – delete as appropriate)