

Location: Worcester OOH

Reporting to Operational Manager

Hours of work: Weekdays, evenings, and overnights, weekends and bank holiday

Education/Qualifications

- Good general education

Experience:

- Good Organisational & administration skills

Skills

- Ability to work effectively under pressure
- Type quickly and accurately & attention to detail
- Effective telephone manner
- Good computer skills and familiarity with word/email packages



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EVERY TIME**



Bank Co-ordinator Assistant

Within this role you will assist the coordinator with administration processes for patients and support all requirements of the service in terms of the OOH urgent care service and the helpline during in hours and OOH periods.

You will build and maintain relationships with the Management Team, GP's, Community Services, other healthcare providers and external suppliers.

What you'll be doing:

- To support the Co-ordinators and Call Centre Supervisor in achieving performance levels.
- Call patients to arrange appointment times at the nearest available PCC
- Despatch patient calls within Practice Plus Group performance standards
- Manage shifts appropriately by analysing and identifying pressure points using call volume and staffing levels
- All cases should be processed and completed during shift, ensuring a thorough detailed handover for next session
- Ensure that manual calls have been processed and completed in line with policy
- Possess a working knowledge of the fire procedures and the relevant action in the case of activation of the fire alarm or Disaster Recovery
- Be fully aware of our Escalation and DR policy and how to implement a manual working process as required
- To participate in duties as designated by the on-call supervisor/manager/co-ordinator during peak times
- Ensure courtesy calling is actioned in accordance with our policies
- Keep up to date with new policies and procedures.
- Attend all call centre meetings
- To attend all mandatory training courses when applicable

Confidentiality

- All information obtained in the course of the postholder's duties should be treated as strictly confidential. Any breach of confidence or disclosure of such information, without express permission, may lead to disciplinary action. The post holder has a responsibility to comply with the Data Protection Act 1998 and Code of Practice on Confidentiality.

NOTE: This job description is not intended to be an exhaustive list of all duties, and responsibilities associated with the job. Other duties may be assigned.