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#### Job Title Bank Co-ordinator

**Reporting To** Call Centre and Resourcing Manager

**Accountable to** Service Manager

## Location Devon OOH

**Hours of Work** Weekday Evenings & Overnights

Weekdays 18:30 – 00:00 & 00:00 – 08:00

Weekends & BH: 08:00 – 08:00

### Organisation

### Practice Plus Group Out of Hours provides services to patients outside normal GP surgery hours across Devon.

**Job Summary**

Proactive management of our Service, the Coordinator is the key link and liaison point for all members of staff and is responsible for the management, escalation and reporting of our Service. Our aim is to ensure the smooth running of shifts, We are the link to the In hours management team so our documentation needs to be clear and concise. On site OOH you are the one point of contact everyone will look to for direction of workload and processes, you need to have exceptional communication skills and be used to working within a challenging environment always adopting a professional working manner.

#### Principal Duties and Key Responsibilities

1. Proactive management of call volumes within the triage pool and home visits to ensure, where possible we are meeting our DX Code targets with oversight of the bases. Ensure when necessary we are implementing streaming to base, triage blitz, moving GP’s and escalation as necessary. Reporting on breaches, providing reasons within the Coord Log.
2. Oversight of the whole service, providing direction/distribution of workload and support.
3. Despatch patient calls within Practice Plus Group performance standards.
4. Manage shifts appropriately by analysing and identifying pressure points using call volume and staffing levels.
5. All cases should be processed and completed during shift, ensuring a thorough detailed handover for next session.
6. Ensure that manual calls have been processed and completed in line with policy.
7. Complete the Coordinators log reporting any problems, escalation, concerns or absence/lateness on shift.
8. Ensure all computer queries or breakdowns are logged and addressed.
9. Possess a working knowledge of the fire procedures and the relevant action in the case of activation of the fire alarm or Disaster Recovery
10. Be fully aware of our Escalation and DR policy and how to implement a manual working process as required.
11. To manage and direct the Coordinator assistants to provide adequate support for the shift.
12. Ensure comfort calling is actioned in accordance with our policies.
13. Keep up to date with new policies and procedures.
14. Attend all Co-ordinators meeting
15. 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.

**General**

The duties of this post are a guide to the range of responsibilities that may be required. These may change from time to time to meet the needs of the service and/or the development needs of the postholder.

This job description will be revised regularly to take account of changes within the organisational structure and Practice Plus Group’s business plan.

**Health and Safety at Work**

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 Practice Plus Group to ensure that statutory and departmental safety regulations are adhered to.

All duties must be carried out in accordance with Practice Plus Group policies and procedures and with regard to Data Protection Act 1998.

**Equal Opportunities**

Practice Plus Group 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 Practice Plus Group.

**Smoking**

Practice Plus Group is a non-smoking organisation and you are therefore required not to smoke in any of the buildings where Practice Plus Group’s business is carried out unless this is within designated areas.

**Travel to other sites**

You may be required to travel to other Practice Plus Group locations.

**Complaints**

From time to time, complaints may occur, no matter how professional the approach of our staff. All complaints are investigated promptly, and the full co-operation of staff is required. The current guidelines amplify the above points with policies and procedures explained.

**Other duties**

The post holder will be required to undertake any other duties according to the needs of the service. This job description is not intended to be an exhaustive list of activities, but rather an outline of the main areas of responsibility. Any reasonable changes will be discussed and agreed with the post holder before any variations to the job description are made.

**Background**

Out of hours patient calls are managed by 111 and forwarded to us for OOH care. The call and information is then transferred to a clinician who makes an assessment of the patient’s needs. The outcomes of this ‘triage’ process can be either: home care advice only, a primary care centre (PCC) visit, or a home visit by one of our mobile units, or a referral to another provider, i.e. A&E, 999, or to health visitors, district nurses, social services etc. The drivers or PCC reception staff record the final result of the GP’s consultation onto their computer, which is then transmitted back to the call centre to end the call.

## PERSON SPECIFICATION

#### COORDINATOR

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|  | Essential | **Desirable** | **Value** |
| **EDUCATION/**  **QUALIFICATIONS** | Good General education |  |  |
| **SKILLS AND ABILITIES** | Excellent telephone manner  And interpersonal skills  Very good verbal and written communication skills Excellent organisational skills  Team worker  Flexible and adaptable  Self motivated  Reliable  Ability to prioritise  Customer orientated  Proactive  Demonstrates common sense and tact.  Ability to remain calm under pressure |  |  |
| **RELEVANT**  **EXPERIENCE** | Previous Administration experience  Previous experience in working with a broad range of staffing as a team. |  |  |
| **KNOWLEDGE** | Good IT skills and an  understanding of confidentiality/Data protection | Understanding of the OOH national standard targets |  |
| **COMPETENCIES** | Effective communication skills, polite and professional. |  |  |
| **ANY OTHER SPECIFIC**  **REQUIREMENTS** | Flexibility approach to ever changing demand.  Mature outlook with Positive and professional attitude. |  |  |