

JOB DESCRIPTION / PERSONNEL SPECIFICATION

JOB DESCRIPTION

JOB TITLE	Call Taker – Non Emergency Ambulance Control
BAND	Band 3
DIRECTORATE	Operations
INITIAL LOCATION	Altnagelvin, Derry/Londonderry
REPORTS TO	Call Taker Supervisor
ACCOUNTABLE TO	Non-Emergency Ambulance Control Manager

JOB SUMMARY

The post holder will be responsible for receiving and processing all non-emergency calls throughout Northern Ireland. Operate the Computer Aided Dispatch System (CAD) and Integrated Command and Control System (ICCS) in line with Trust policies and procedures.

KEY DUTIES / RESPONSIBILITIES

1. Responsible for receiving, processing and accurately recording patient's details for all non-emergency calls onto the ICCS System.
2. Operate the CAD System and ICCS System effectively and efficiently to dispatch the most appropriate resource in response to non-emergency requests for transportation as and when required.
3. Communicate with Patient Care Service (PCS) crews using radio protocols in accordance with Control procedures.
4. Deal with routine enquiries from the general public, GP's, PCS ambulance crews, medical staff and other professional organisations in relation to the routine transportation of patients, referring non routine enquiries to the Control Officer or Duty Performance Manager as appropriate.
5. Assist the Control Officer in liaising with hospital wards, day centres and outpatient clinics to co-ordinate patients' transportation to maintain efficient use of resources and minimise waiting times.
6. Assist the Control Officer in liaising with Doctors Surgeries and hospital staff with regard to changes in appointment times and/or to facilitate the transportation of patients.

7. Liaise with the Emergency Ambulance Control (EAC) to arrange transport for patients whose needs are beyond the scope of PCS and transportation that has been booked with the EAC which can be conveyed by PCS.
8. Allocate unplanned and non-allocated patients to vehicles appropriately as and when required.
9. Assist the Control Officer in passing planned work to PCS crews, ambulance stations and Voluntary Car Service Drivers.
10. Undertake duties as directed by the Control Officer in the control and management of ambulance personnel and resources at Major Incidents in line with Major Incident procedures and mobilisation systems.
11. To observe careful use of computer equipment in accordance with Health and Safety legislation.
12. To provide advice and demonstrate workplace routines to new or less experienced staff.
13. Update all Command and Control information systems ensuring all manual and computerised records are completed in accordance with Control Procedures.
14. To update the Occurrence Log Book in accordance with Control Procedures.
15. To report any faults or problems with the CAD and ICCS Systems in line with Control procedures.
16. Test call equipment as and when required.
17. To undertake the duties of the Control Officer during meal breaks and other short periods of absence.

General

1. To ensure that statutory regulations and Trust policies and procedures are implemented and adhered to at all times.
2. To take part in staff development programmes and annual development reviews and/or undertake further training if and when required.
3. To act at all times in a manner consistent with legislation, policy and procedures in respect of Equality and Diversity.
4. To work to the mission and values of the Trust and display high standards of integrity and professionalism towards clients and colleagues.
5. To continuously develop and update own knowledge and skills within the job

- role and contribute to setting own work objectives.
6. Possess excellent communication and interpersonal skills in order to work effectively with clients and colleagues at all levels, both internally and externally.
 7. Proven ability to work as a member of a team and on own initiative.
 8. Ability to prioritise workload and work to tight timescales.

This post may evolve over time and this Job Description will therefore be subject to review in the light of changing circumstances and is not intended to be rigid and inflexible but should be regarded as providing guidelines within which the individual works. Other duties of a similar nature and appropriate to the grade may be assigned from time to time.

It is a standard condition that all Trust staff may be required to serve at any location within the Trust's area, as needs of the service demand.

Northern Ireland Ambulance Service PERSONNEL SPECIFICATION

JOB TITLE AND BAND

Call Taker Band 3

DEPARTMENT / DIRECTORATE Non-Emergency Ambulance Control, Operations

Notes to applicants:

1. *You must clearly demonstrate on your application form under each question, how you meet the required criteria as failure to do so may result in you not being shortlisted. You should clearly demonstrate this for both the essential and desirable criteria.*
2. *Shortlisting will be carried out on the basis of the essential criteria set out in Section 1 below, using the information provided by you on your application form. Please note the Trust reserves the right to use any desirable criteria outlined in Section 3 at shortlisting. You must clearly demonstrate on your application form how you meet the desirable criteria.*
3. *Proof of qualifications and/or professional registration will be required if an offer of employment is made – if you are unable to provide this, the offer may be withdrawn.*

ESSENTIAL CRITERIA

SECTION 1: The following are **ESSENTIAL** criteria which will initially be measured at shortlisting stage although may also be further explored during the interview/selection stage. You should therefore make it clear on your application form whether or not you meet these criteria. Failure to do so may result in you not being shortlisted. The stage in the process when the criteria will be measured is stated below.

Factor	Criteria	Method of Assessment
Qualifications/Experience	<p>Five GCSEs at Grade C or above, including English Language or equivalent educational qualification plus a minimum of one years' experience working in a call centre environment or similar ie in a patient, client or customer-focused environment</p> <p>OR</p> <p>A minimum of two years' experience working in a call centre environment or similar ie in a patient, client or customer-focused environment.</p> <p>A working knowledge and experience of Microsoft Office Suite or equivalent</p> <p>Ability to work an alternating shift pattern including weekends</p>	Shortlisting by Application Form/Assessment at interview

DESIRABLE CRITERIA

SECTION 2: these will **ONLY** be used where it is necessary to introduce additional job related criteria to ensure files are manageable. You should therefore make it clear on your application form how you meet these criteria. Failure to do so may result in you not being shortlisted

Factor	Criteria	Method of Assessment
Experience	Knowledge of medical terminology	Shortlisting by Application Form

THE TRUST IS AN EQUAL OPPORTUNITIES EMPLOYER

Successful applicants may be required to attend for a Health Assessment

All staff are required to comply with the Trust's Smoke Free Policy