



29 January 2024

Email:

Dear

FREEDOM OF INFORMATION REQUEST

Request No: 22025-23
Subject: NIAS - Call Handler Job Roles
Date Received: 26/09/2023
Date of Monitoring: 27/09/2023

Thank you for your request for information received on 26 September 2023 which was dealt with under the terms of the Freedom of Information Act 2000. Northern Ireland Ambulance Service (NIAS) Health and Social Care Trust has now completed its search for the information you requested and that is detailed below. The Trust would apologise for the delay in the provision of a response.

Questions

Please could you provide the job titles, pay bands and a copy of the job description person specification for the following call handling roles currently in operation in your trust:

1. 999 Call Handler who first answer 999 calls and are the first point of contact with yourselves following connection of a 999 call (Often but not exclusively called Emergency Call Handler, Emergency Medical Adviser, 999 call taker etc).
2. NHS111 Call Handlers who first answer NHS111 calls and are the first point of contact with yourselves following connection of a NHS111 call (Often but not exclusively called Health Advisors, Service Advisors, NHS111 call taker etc). If your trust does not operate an NHS111 service, please ignore this part of my request.

Answer

Please refer to the following documents attached:

- JD EMT Supervisor
- EMD Job Description Personnel Specification

Point 2 above is not relevant to NIAS.

I hope the attached fully assists you.



Please note that, under the Re-use of Public Sector Information Regulations, if you wish to publish or otherwise use this information besides for your own means, you will need to seek our permission to do so.

If you are dissatisfied in any way with the handling of your request, you have the right to request a review. You should do this as soon as possible, or in any case within two months of the date of issue of this letter.

In the event that you require a review to be undertaken, you can do so by writing to the Director of Planning, Performance and Corporate Services, Northern Ireland Ambulance Service (NIAS) HSC Trust, Site 30, Knockbracken Healthcare Park, Saintfield Road, Belfast, BT8 8SG.

If following an internal review, carried out by an independent decision maker, you remain dissatisfied in any way with the handling of the request, you may make a complaint under Section 50 of the Freedom of Information Act, to the Information Commissioner's Office and ask that they investigate whether the Trust has complied with the terms of the Freedom of Information Act.

You can write to the Information Commissioner at:

Email: ni@ico.org.uk

Website: [ICO Website](http://www.ico.org.uk)

Post: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, CHESHIRE SK9 5AF

Telephone: 028 9027 8757 or 0303 123 1114 (Belfast based Office)

In most circumstances the Information Commissioner will not investigate a complaint unless an internal review procedure has been carried out. However the Commissioner has the option to investigate the matter at his discretion.

Please be advised that NIAS replies under Freedom of Information may be released into the public domain via our website @ <http://www.niamb.co.uk>. Personal details in respect of your request will have, where applicable, been removed to protect confidentiality.

Yours sincerely

(not signed – issued by email)

Information Governance Team