***Job description***

Job title

Line manager

Job Title Operations Manager

Name of job holder

Name of line manager

Operating company

Main purpose of role

To provide the health community with a centralized ambulance call center operation that receives requests for transport from patients and medical professionals. Operatives will adhere to eligibility criteria and take booking details for routine non-emergency ambulance transport whilst aspiring to meet Arriva Transport Solutions proactive approach to patient care and delivering excellent customer service.

Budget responsibilities



**Call Taker**

Arriva Transport Solutions Ltd (ATSL)

(financials incl. profit)

Line manager responsibilities

(i.e. number of direct and indirect reports)

Main responsibilities



* To act as a call operator receiving calls requesting ambulance transport. Calls can be from patients, relatives, GPs, nurses, hospitals, nursing homes, social services, community clinics, PCTs, voluntary services and other transport providers. Calls will be answered promptly as per the quality standards.
* Receive all calls for transport requests and ensure bookings are only accepted if the eligibility criteria are met.
* Guide the caller through the patient eligibility criteria and advise if they meet the criteria. Ensure bookings are only accepted if the criteria are met. If not eligible, signpost the caller to alternative modes of transport or NHS travel cost schemes.
* Input eligible transport bookings onto the computerized system.
* Identify patients’ needs by prompting and ensuring that correct mobility, address and appointment location details are inputted to the system.
* Handling patient appointment cancellations, amendments and booking ready for discharge.
* Explain services available and any payment and bulling procedures.
* Work closely with other departments on transport scheduling and services offered to ensure smooth patient flow and cut down on waiting times
* Treat all callers with the utmost respect and consideration in all situations. It is essential to build and maintain a good rapport with patients and medical staff.
* Communicate patient problems to the appropriate department
* Relay relevant information to hospitals to ensure easy, timely and safe transportation.
* Control and take charge of all calls by managing patients, relatives and medical professionals in a calm professional manner, whilst treating the caller with respect and dignity at all times
* Call takers will be occasionally required to deal with anxious patients and aggressive behavior. It is essential that a high level of customer service is maintained and that call takers deal with problems in an empathetic manner whilst doing their best to provide a solution for the patient.
* Ability to relate to patients through familiarity with medical terminology and triage procedure.
* Provide advice and assistance to both patients and the public via the Advice and Liaison Service (PALS)
* Make effective usage of the phonetic alphabet to ensure a degree of accuracy
* Focus on internal and external customer needs by taking proactive approach and having good communication.
* Promote good supportive relationships with internal/external customers when dealing with queries/problems.
* Ensure a professional approach towards company and NHS staff to ensure an efficient outcome.
* Manage self-development and the development of others where necessary including attendance to any mandatory training and the provision of on the job training to colleagues
* Ensure adherence to Health and Safety at Work Act.
* Adhere to all Company Policies & Procedures and statutory regulations
* Ensure adherence to any instructions issued either verbally or written.
* Take part in the Company’s Appraisal scheme
* To contribute towards achieving the Company’s Business plan.
* Perform any other duties, of either a higher or lower grade, as may be required from time to time by your Line Manager.



* As an employee you have a responsibility to co-operate with managers in ensuring that the workplace is safe for everyone by taking reasonable care not to do anything that might endanger you or others, either through your actions or lack of action and never to act in a way that causes either you or Arriva to be in breach of the law. You are expected to consider and take account of the potential hazards and risks in everything you do whilst you are at work. Detailed H&S Responsibilities are published in the Arriva HS&E Management System.
* Corporate Social Responsibility – Uphold, safeguard and promote the reputation and values of the organisation throughout all internal and external business relationships and activities.
* Diversity – Be an ambassador for promote and implement the Diversity Policy at all times.

**Corporate responsibilities**

* Health and Safety – As an employee you have a responsibility to co-operate with managers in ensuring that the workplace is safe for everyone by taking reasonable care not to do anything that might endanger you or others, either through your action or lack of action, and never to act in a way that causes either you or Arriva to be in breach of the law. You are expected to consider, and take account of, the potential hazards and risks in everything you do whilst you are at work.
* Corporate Social Responsibility – Uphold, safeguard and promote the reputation and values of the organization throughout all internal and external business relationships and activities.
* Equality and Diversity – Staff should respect patients/relatives diversity, cultural needs and privacy. In addition, staff should be compassionate rather than just delivering technical care and treatment. All staff are expected to be knowledgeable about and comply with the ATSL Equality and Diversity policy.
* Confidentiality – Patient and/or staff information is confidential. It is a condition of your employment that you will not use or disclose any confidential information obtained in accordance with the Data Protection Act 1998.
* Infection Prevention and Control – Infection Control is everyone’s responsibility. All staff are required to make every effort to maintain high standards of infection control and specifically are required to be familiar with and adhere to the ATSL infection prevention and control policy and associated procedures.
* Safeguarding Children and Adults – All staff have a duty to safeguard and promote the welfare of patients, their families and carers. This includes practitioners who do not have a specific role in relation to safeguarding children or adults, you have a duty to ensure you are:
  + - Familiar with the ATSL safeguarding policies
    - Attend the appropriate training for safeguarding/’Prevent’
    - Know who to contact if you have concerns about an adult or child’s welfare

Additional help and advice is available from the designated ATSL safeguarding lead

* Code of Conduct – all staff are expected to adhere to policies and procedures which establishes standards of good practice. This includes the appropriate use of social media.

Additional Information

This is not an exhaustive list and staff must note that they have a responsibility to familiarize themselves and adhere to all ATSL policies.

Liaise with *internal* Liaise with *external*

Person specification



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| --- | --- | --- |
| **Qualifications, Skills and experience** | Have ability to both receive and input information with a high degree of accuracy  NVQ level 2 Customer Care or equivalent  To be able to meet tight timescales  To be able to demonstrate a professional approach  Self-Motivated  Negotiating skills  Good communications skills and excellent telephone manner  Good computer skills  Good organization skills | Excel and Word  MIS patient transport system  Knowledge of areas covered |
| **Competencies** | 🞟 Communication 🞟 Problem solving 🞟 Approachability 🞟 Planning & Organisation 🞟 Teamwork  🞟 Development (self and team) | |

Essential Desirable

This job description sets out the main duties and responsibilities of the job-holder. It does not constitute an exhaustive or comprehensive description of duties and the job holder will be required to carry out any additional tasks as and when requested to do so by their manager. Responsibilities and duties may also change in light of future business needs and personal development.



Job description agreed by job holder .................................................. date .........................

Line Manager ............................................... date .........................