**PTS Call Handler**

**Job Description**

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| **Job Title:** | PTS Call Handler |
| **Reports to:** | Call Centre Team Leader |
| **Accountable to:** | Call Centre Team Leader |
| **Hours of work:** | 37.5 hours per week |
| **Location:** | TASL HQ – Lincoln |
| **Job Purpose:** | As a Call handler for the Patient Transport Service (PTS) you will be the first point of contact for both patients and health care professionals (HCPs) requiring to make transport booking arrangements.  You will provide eligibility screening for the bookings received by following the agreed script to ensure that the eligibility criteria is applied both fairly and consistently throughout the department.  You will contribute to the overall service delivery model by ensuring all details that are received are captured on the relevant computerised system both accurately and effectively.  You will assist the Call Centre Team leader with administrative duties and will act as a Senior body with the call centre directly under the Team Leader.  You will assist with ongoing training and development of all staff through the monitoring of call statistics, call monitoring and being a fountain of knowledge for your peers.  Assist with monitoring of staff to ensure that the best service is being given to our service users.  Assist with investigations to ensure that mistakes are accountable and fed back appropriately to all parties involved.  You will be expected to promote and maintain the business core values.  Act as a Call taker to assist with escalations in the absence of the call taker, taking ownership of the situation at hand and working towards a resolution. |
| **Main duties and responsibilities** | Receive and process requests for patient transport journeys, from both patients and health care professionals (HCPs).  Ensure that the agreed patient eligibility process is implemented for all relevant bookings.  Input requests for transport, both efficiently and effectively onto the computerised booking system.  Receive and deal with enquiries from both patients and HCPs, and where necessary escalating any enquiries you are unable to deal with to the relevant person/department.  Record and update statistics relating to patient journey times.  Make outbound calls to patients to confirm details of their journey requirements, including mobility checks and confirmation that the transport is still required.  Update the PTS Schedulers with any alterations to existing booking requirements, or to inform them of any short notice bookings.  Utilise the PTS computer system by adding, cancelling or updating patient booking information as appropriate.  Demonstrate the ability to remain focused on service delivery whilst dealing with an unpredictable , diverse and challenging workload.  Maintain a healthy and safe working environment for self and colleagues.  Inform a Team Leader of any factors affecting delivery of service as soon as they arise.  Participate in the continuous quality improvement audit process to develop individual performance and achieve against delivery targets.  Contribute and development initiatives within the PTS Communications department to assist with improving service delivery and the patient experience.  Actively communicate with fellow PTS Communications staff to assist service delivery.  Maintain an up to date awareness of current policies and procedures that affect both your individual role and the wider PTS operating model.  Meet daily key performance indicators (KPIs) and targets.  Ensure own compliance with regard to mandatory training and requirements.  Provide appropriate mentorship/guidance and support the development of trainees and other staff within the Liaison office as necessary.  Ensure own compliance with current health and safety legislation. Identify, make safe and/or report areas of risk. Promote/implement safe working practices in particular comply with the Organisation’s Health and Safety at Work Policy.  Keep track on Call statistics and reporting.  Assist the Team Leader with floorwalking to ensure full support throughout the business day.  Assist with administrative duties in the absence of the Team leader.  Assist with the training and coaching of all staff within the call centre alongside the team Leader  To assist with side by side monitoring alongside the Team Leader  To act appropriately and promote the business core values.  The jobholder should respect patient confidentiality at all times and not divulge patient information unless sanctioned by the requirements of the role |
| **Communication and Working Relationships** | Create and maintain positive communications with colleagues, within and outside the service  Demonstrate effective communication skills to ensure good working relationships with colleagues and those external to the organisation  Engage service users, purchasers and providers in developing the service to promote integration and partnership working |
| 1. This job description should be regarded only as a guideline of the duties required and is not definitive. The nature of the post and the organisation is such that duties may be reviewed in the light of changing circumstances following consultation with the post holder.  2. The job holder is required to act at all times in accordance with Thames Group agreed policies and procedures.  3. Be properly and smartly dressed at all times.  4. Adopt a flexible attitude in meeting work commitments. This will involve travelling to other areas to provide cover as required in accordance with existing arrangements.  **Equal Opportunities**  The Company’s Equal Opportunities policy affirms our commitment to ensure that no patient, employee or prospective employee is discriminated against, whether directly or indirectly on the grounds of gender, sexual orientation, age, marital status, responsibility for dependants, disability, religion, creed, colour, race, nationality, ethnic or national origin, trade union activity, social background, health status, or is disadvantaged by conditions or requirements which cannot be shown as justifiable.  **Safeguarding**  The organisation takes the issues of Safeguarding Children, Adults and addressing domestic violence very seriously. All employees have a responsibility to support the organisation in our duties by:  · Attending mandatory training on Safeguarding children and adults  · Making sure they are familiar with their and the organisation’s requirements under relevant legislation  · Adhering to all relevant national and local policies, procedures, and professional codes  · Reporting any concerns to the appropriate authority | |