Location: Suffolk and North East Essex

Reporting to: Service Manager

Hours of work: Weekday evenings and overnights, Weekdays 18:30 – 00:00 & 00:00 – 08:00, Weekends & BH: 08:00 – 08:00

Education/Qualifications

- Good all-round education ie educated to GCSE English and Math Grade C or higher

Experience:

- Previous Administration experience
- Previous experience in working with a broad range of staffing as a team

Skills

- Excellent telephone manner
- Excellent communication skills, written and verbal
- 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
- Good IT skills
- Understanding of confidentiality and data / protection

Other Requirements:

- You may be required to travel to other Practice Plus Group locations
- Flexible approach to ever changing demand
- Positive outlook, and professional attitude

Practice Plus Group

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Bank Co-ordinator

To ensure all Practice Plus Group staff rostered are at the relevant sites. To assist in the smooth running of all shift patterns. To respond in an efficient and expedient manner in the event of any breakdown in communications relating to IT failure, vehicles or medical equipment. To monitor compliance standards and Practice Plus Group performance measures during shift.

What you'll be doing:

- To monitor the call volumes and instigate escalation procedures as necessary
- To despatch patient calls within Practice Plus Group`s performance standards
- To administer shifts appropriately by analysing and identifying pressure points using call volume and staffing level
- To alert the On Call Manager/Supervisor of any problems arising.
- To ensure all calls are being processed and completed during shift, ensuring a thorough detailed handover for next session
- To ensure that manual calls have been processed and completed in line with policy
- To amend Practice Plus Group rotas on the IT system if necessary.
- Completing a report at the end of each shift detailing any problems that occurred or signing that 'no problem arose'
- Ensure all computer queries or breakdowns are logged and addressed
- Possess a working knowledge of the fire procedures and the relevant action in the case of activation of the fire alarm or Disaster Recovery
- In cases of assault on any member of staff, contact the On-Call Manager/Supervisor immediately
- To complete necessary shift paperwork to ensure smooth operations of the service
- To issue prescriptions in accordance with the policy to relevant sites
- Keep up to date with new policies and procedures
- Attend all Co-ordinators meeting
- To attend all mandatory training courses when applicable

Background

Out of hours patient calls are taken by Call Handlers at the call centre who record basic patient information. The call and information are 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.

NOTE: This job description is not intended to be an exhaustive list of all duties, and responsibilities associated with the job. Other duties may be assigned.

Author: IUC Recruitment
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