

<b>Job title:</b>	Call Handler	<b>Reports to:</b>	Patient Services Team Lead	<b>Grade:</b>	2
<b>Organisation Unit:</b>	Patient Services	<b>Responsible for:</b>	N/A	<b>Working hours:</b>	FT / PT

**Job Purpose / Job Overview**

Provide patients and other callers with a compassionate, professional call handling service, to signpost callers to appropriate services efficiently and positively, in line with set key performance indicators.

**Key Responsibilities**

**Call Handling:** Efficiently manage high volumes of inbound calls, in line with KPIs. Utilise excellent communication and active listening skills to assess and address callers needs, directing them appropriately in line with set processes and policies.

**Patient Interaction:** Treat all callers with dignity and respect, managing expectations calmly and courteously. Handle emotionally challenging or complex calls sensitively, and ensure follow-up actions are completed promptly, including seeking clinical advice or liaising with third-party providers. Document all patient interactions clearly and accurately in the patients record. Assist those without online access in completing online consultations via outbound calls. Guide patients in booking appointments online and send informative text messages, where required or instructed. Encourage patient feedback to improve services.

**Team Working:** Engage in learning and development activities, participate in team meetings, and respond to performance feedback. Contribute to team effectiveness by suggesting improvements and being flexible in covering for colleagues. Manage time and resources effectively to maintain service quality and support team KPIs.

**Process Adherence:** Follow established protocols and policies, promptly action process changes, and seek clarification when needed. Stay informed and compliant with confidentiality, data protection, and significant event reporting.

Be aware of and actively demonstrate the values of Living Well Partnership to provide; Compassionate Care, Continuous Learning and a Collaborative Approach.

**Person Criteria**

**Qualifications**

- Evidence of customer service training or qualifications is desirable.

**Knowledge**

- Knowledge using a suite of GP Clinical Systems
- Knowledge of healthcare signposting and care pathways is desirable

**Experience**

- Proven experience as a call handler in a fast-paced environment

**Skills**

- Ability to manage high call volumes without compromising quality, confidently providing accurate advice aligned with protocols. Possesses an excellent telephone manner, with clear and concise communication skills.
- Strong listening abilities and the capacity to ask open questions to understand patient needs. Effective and sensitive communication with emotional or distressed patients.
- Takes responsibility for work quality, resolving or escalating issues as needed.
- Displays a willingness to learn and develop within the role, contributing to a positive team culture and working collaboratively to share ideas and feedback.
- High standards for self and team, with a strong team spirit.