

Northumberland County Council  
**JOB DESCRIPTION**

<b>Post Title:</b> Call Handler Administrator		<b>Director/Service/Sector:</b> Adult Social Care		<b>Office Use</b>									
<b>Band:</b> 3		<b>Workplace:</b> Foundry House		JE ref: 3944									
<b>Responsible to:</b> Team Manager – Single Point of Access		<b>Date:</b> June 2021		<b>Job Family:</b>									
<p><b>Job Purpose:</b></p> <ul style="list-style-type: none"> <li>To primarily handle calls within the Single Point of Access Contact Centre, receiving calls for adult and children’s services.</li> <li>To receive and direct information including recording of correspondence into a number of databases</li> <li>To be the first point of contact for members of the public and professionals from different disciplines, taking and relaying messages both verbally and via email in a timely manner.</li> </ul>													
<b>Resources</b>		<table border="1"> <tr> <td style="width: 15%;">Staff</td> <td> <ul style="list-style-type: none"> <li>No staffing responsibility</li> </ul> </td> </tr> <tr> <td>Finance</td> <td> <ul style="list-style-type: none"> <li>No financial responsibility</li> </ul> </td> </tr> <tr> <td>Physical</td> <td> <ul style="list-style-type: none"> <li>Appropriate and safe use of office equipment</li> <li>Report faults on any equipment used</li> </ul> </td> </tr> <tr> <td>Clients</td> <td> <ul style="list-style-type: none"> <li>Requirement to handle highly sensitive and confidential information using tact and empathy when directing calls to ensure that callers receive the right support in a timely manner</li> </ul> </td> </tr> </table>				Staff	<ul style="list-style-type: none"> <li>No staffing responsibility</li> </ul>	Finance	<ul style="list-style-type: none"> <li>No financial responsibility</li> </ul>	Physical	<ul style="list-style-type: none"> <li>Appropriate and safe use of office equipment</li> <li>Report faults on any equipment used</li> </ul>	Clients	<ul style="list-style-type: none"> <li>Requirement to handle highly sensitive and confidential information using tact and empathy when directing calls to ensure that callers receive the right support in a timely manner</li> </ul>
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<p><b>Duties and key result areas:</b></p> <p><b>Dimensions</b></p> <ul style="list-style-type: none"> <li>The post holder contributes to the smooth running of the office by efficiently handling calls and providing an effective clerical support service, where necessary</li> <li>To be the first point of contact for members of the public and other agencies as part of a small team with management supervision</li> <li>To undertake training identified in annual/personal development review.</li> <li>This job description is intended as a guide to the main duties of the post and is not intended to be a prescriptive document. Duties may change to meet the need of the service or because of the introduction of new technology</li> </ul> <p><b>Main duties and responsibilities</b></p> <ul style="list-style-type: none"> <li>To primarily handle calls to the Single Point of Access Contact Centre</li> <li>With supervision to clearly communicate orally with members of the public where there may be barriers to understanding e.g Learning Disability, Mental Health, Hearing/Speech Impaired clients.</li> <li>To undertake clerical duties as appropriate, using PC based word processing and spreadsheet packages when required.</li> <li>To input information into a number of databases including swift and systmone., for extended periods of time when required</li> <li>To direct contacts in a consistent and timely manner taking messages and assigning calls to relevant teams, including HIS, District Nurses and Social Care.</li> <li>To undertake general office administration tasks, including filing and photocopying,</li> <li>Ability to work outside normal office hours as and when appropriate with supervision.</li> <li>To provide good quality information to the public at the point of contact, using pre-prepared and well established algorithms</li> <li>To identify appropriate route for queries to be directed.</li> <li>To input information into the appropriate computer system/data base as required e.g. inputting telephone message details into swift and recording tasks in Systmone using set processes</li> <li>Participate in on the job training for newly appointed staff as and when required under the direction of the team manager e.g. new staff shadowing existing workers.</li> <li>Receive and assign requests for District Nurse Referrals by tasking into SystmOne using set processes.</li> <li>To carry out basic diary and contact details checks to ensure up to date contact information is recorded for social care staff in Outlook and Google calendars, and advising team manager of any discrepancies</li> </ul>													

- To take basic notes for team meetings.
- Any other related duties which may be assigned as necessary e.g. recording changes to processes/algorithms, under the direction of the team manager.
- This is not an exhaustive list of duties and responsibilities and the post holder may be required to undertake other duties which fall within the grade of the job, in discussion with his/her manager.
- The job description will be reviewed regularly in the light of changing service requirements and any such changes will be discussed with the post holder.

#### **Communication and Relationships**

- The post holder will use a range of communication skills, including written and oral skills. He/she will be in contact with visitors including staff from other organisations and members of the public.
- To liaise with colleagues and external organisations to ensure appropriate service delivery to individuals, families and carers.
- Must be able to meet the English Language proficiency level required for this post
- Frequently very contentious information is conveyed with requirement for high level of confidentiality. Calls can be received from those in distress which need to be handled with tact and sensitivity. The content of calls received is varied and can for example be on a scale from someone who requires some mobility equipment up to someone who may be threatening to harm themselves. Call handlers are the first point of contact for all calls into Adult and Childrens social care including safeguarding issues which need to be directed to relevant teams deal with. There is a requirement to deal with information which can be distressing to hear. Requirement to clearly communicate orally with members of the public where there may be barriers to understanding for example callers with hearing impairment or mental health issues.

#### **Analytical Skills**

- The post holder will work with colleagues and will be required to use initiative in routine tasks; supervision will be readily available for all other queries.

#### **Planning & Organisational Skills**

- Carries out tasks in line with set departmental procedures

#### **Patient/Client Care**

- To undertake telephone duties dealing with the general public and other professionals over the telephone where sensitivity to callers needs are required.
- To clearly communicate orally with members of the public where there may be barriers to understanding for example callers with hearing impairment or mental health issues.
- To undertake general office administrative tasks, including filing, photocopying,

#### **Policy & Service Development**

- Adhere to all Trust policies and procedures.
- Comment on procedures that may affect own area of work.
- To take reasonable care for own health and safety and to inform their line manager of any work situation or practice which causes concern
- To cooperate with the Trust by complying with all health and safety rules and safe systems of work

#### **Human Resources**

- Required to attend statutory and mandatory training in line with Trust Policy.
- To participate in regular supervision with Team Manager

#### **Information Resources**

- The post holder will be required to operate a telephone system, computer, photocopier, and other office equipment if appropriate including several IT systems e.g. swift, systmone and ICS..
- To undertake clerical duties as appropriate, using PC based word processing and spreadsheet packages(occasionally), and email and databases (daily).
- To input and update computer records; for extended periods of time for example adding contact notes to swift

#### **Research & Development**

- Undertakes surveys and audits as necessary to own work

#### **Freedom to Act**

- Deal with caller enquiries seeking advice from Team Manager for queries outside standard processes.
- To comply with departmental/organisational policy and procedures.
- Will have contact with colleagues across the Directorate to handle confidential information and will be required to observe relevant policies and procedures.
- To be aware of Safeguarding policies and procedures in line with Statutory and Mandatory training. Supervision will be readily available to address any concerns.
- Deals with caller enquiries seeking advice from Team Manager for queries outside standard processes. complies with departmental/organisational policy and procedures. Call handler will have contact with colleagues across the Directorate to handle confidential information and will be required to observe relevant policies and procedures. Will be aware of Safeguarding policies and procedures in line with Statutory and Mandatory training

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

#### **Work Arrangements**

Transport requirements:	Travel to work sites, area offices, meetings or other venues throughout the County and region and further afield on occasion.
Working patterns:	May include weekends and evenings. Mainly office based but some travel required.
Working conditions:	Mainly indoors. Occasional exposure to working outdoors. Use of VDU daily. Ability to work outside normal office hours as and when appropriate. Call centre environment requiring concentration for lengthy periods of time

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**PERSON SPECIFICATION**

<b>Post Title:</b> Call Handler Administrator	<b>Director/Service/Sector:</b>	Ref: 3944
		<b>Assess by</b>
<b>Qualifications and Knowledge</b>		
<ul style="list-style-type: none"> <li>• RSA II Typing or Text or Word Processing or equivalent experience.</li> <li>• Good standard of education.</li> </ul>	<ul style="list-style-type: none"> <li>• Additional qualification in Word Processing or Spreadsheets.</li> </ul>	
<b>Experience</b>		
<ul style="list-style-type: none"> <li>• Telephone and Reception duties in an office environment.</li> <li>• Operating a PC using WP packages.</li> <li>• General office duties.</li> <li>• Experience of working in a call handling/call centre capacity.</li> </ul>	<ul style="list-style-type: none"> <li>• Computer data input, using spreadsheets.</li> <li>• Experience of working with a switchboard</li> </ul>	
<b>Skills and competencies</b>		
<ul style="list-style-type: none"> <li>• Good written and verbal communication skills.</li> <li>• Good listening skills.</li> <li>• Good organisational skills.</li> <li>• Numerate.</li> <li>• Ability to work within a clear policy of confidentiality.</li> <li>• Accuracy when recording data using software systems Utilise relevant ICT systems to update and maintain records.</li> <li>• Ability to input accurate data whilst listening and communicating with the caller</li> <li>• Must be able to meet the English Language proficiency level required for this post</li> <li>• The post holder will work with colleagues and will be required to use initiative in routine tasks and to identify appropriate routes for queries to be identified. Required to show empathy and resilience when dealing with distressing calls</li> <li>• The Call handler requires standard keyboard skills, and the ability to input accurate data whilst listening and communicating with the caller.</li> </ul> <p><b>Physical Skills</b></p> <ul style="list-style-type: none"> <li>• The Call handler requires standard keyboard skills, and the ability to input accurate data whilst listening and communicating with the caller</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working with the public</li> <li>• Ability to work well under pressure</li> </ul>	
<b>Physical, mental, emotional and environmental demands</b>		
<p><b>Physical</b></p> <ul style="list-style-type: none"> <li>• Frequent requirement for sitting and standing in a restricted position for a long period e.g. inputting at a keyboard, photocopying, filing</li> <li>• Occasional requirement for moderate physical effort over short periods e.g. putting away supplies</li> <li>• Carry out regular individual Desk Station Assessment</li> </ul>		

<ul style="list-style-type: none"> <li>• The post holder is required to sit at a work station for the majority of their shift</li> <li>• The post holder will be required to wear a telephone headset for the majority of their shift.</li> <li>• Call handler requires standard keyboard skills, and the ability to input accurate data whilst listening and communicating with the caller.</li> </ul> <p><b>Mental</b></p> <ul style="list-style-type: none"> <li>• Frequent concentration, predictable workload within varying timescales</li> <li>• Manage time</li> <li>• To have emotional resilience to deal with distressing situations and/or information</li> <li>• Busy environment requiring concentration for lengthy periods of time</li> </ul> <p><b>Emotional</b></p> <ul style="list-style-type: none"> <li>• Frequent indirect exposure to sensitive and confidential material</li> <li>• Frequently exposed to distressing information in relation to clients care and support/ emotional needs/ safeguarding concerns including callers who may be threatening self harm</li> </ul>		
<p><b>Motivation</b></p> <ul style="list-style-type: none"> <li>• Commitment to working as part of a team.</li> <li>• Ability to work to deadlines.</li> <li>• Flexible approach to duties on or off normal base.</li> <li>• Ability to work with minimum supervision.</li> <li>• Willingness to undertake any appropriate training and development.</li> </ul>		
<p><b>Other</b></p> <ul style="list-style-type: none"> <li>• Able to meet the physical demands of the job.</li> <li>• Observes a personal duty of care in relation to equipment used in daily work.</li> <li>• Ability to work outside normal office hours as and when appropriate with supervision readily available</li> </ul>		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits