

Pathway and Support Co-ordinator – Job Description

Position/Title: Pathway and Support Co-ordinator

Location: Finchingfield, Braintree, CM7 4JX

Accountable To: Pathway and Support Manager

Responsible For: No management responsibility but may be requested to advise trainees or temporary agency staff

General Summary: As a call taker for Mountain Healthcare you will be the first point of contact of communication with our customers. This includes the Police, patients, healthcare professionals and other callers.

Your role will primarily involve taking in requests from our customers to use our service and then dispatching our medical staff or advising them as required.

You will also support our staff who are on duty and in the office and you will assist in taking and managing regular business calls that naturally happen from time to time.

On occasions members of the public will contact us directly from time to time so you may have to support and manage patient's requirements to use our specialist services.

Core Responsibilities:

To deliver high quality and effective customer service and support over the telephone to our customers, staff and patients.

To effectively use a wide range of different IT systems to fulfil the call handling functions.

To support patients as required who may contact us directly.

To accurately record information and ensure records of calls are maintained appropriately.

To demonstrate the ability to remain focussed on service delivery whilst dealing with an unpredictable, diverse and challenging workload.

To maintain a healthy and safe working environment for self and colleagues.

To maintain a working knowledge of the technical procedures of Mountain Healthcare's business and escalate issues affecting service delivery as necessary.

To ensure that every patient contact is conducted appropriately with an emphasis on patient focussed support and care to find the best outcome to suit the patient.

To take responsibility for own personal development requirement and to meet individual educational and development needs in line with service requirements.

To maintain an up to date awareness of current policies and utilise non-clinical triage skills to ensure the appropriateness of requests to use our service.

To undertake alternative roles (with appropriate training and support) within the wider business as required.

To meet daily key performance indicators (KPIs) and targets.

Governance

To support the organisation to act safely and responsibly in relation to customers, staff, patients, and the communities in which they work.

To work within specific regulations such as governance arrangements and supporting the business to ensure that all areas comply with all relevant regulations.

To ensure incidents are escalated appropriately into the business.

To foster a fair and just culture where staff learn from incidents and are willing to report both incidents and near misses.

Key Relationships

Police

NHS

Staff

Patients and service users

Other care providers

Social Services

Voluntary Services

This job description is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances, in discussion with the post-holder.

COMPETENCY PROFILE

Experience and work achievements

- Excellent telephone manner – Essential
- Effective social skills gained from experience dealing with the public – Essential
- Ability to confidently use a computer and move quickly between applications eg web and Email – Desirable
- Experience of liaising with multi-disciplinary agencies – Desirable
- Customer service skills – Essential
- An understanding of the call handling and telephone triage roles – Essential

Skills and abilities

- Effective communicator (both verbal and written) – Essential
- Effective engagement skills – Essential
- Effective listening skills – Essential
- Results orientated with good communication and interpersonal skills – Essential
- IT literate – Essential
- Ability to deal with confidential/sensitive and distressing information – Essential
- Able to work under pressure – Essential
- Knowledge of health and safety issues – Essential
- Ability to prioritise workload and meet performance targets – Essential

Personal attributes

- Active team player – Essential
- Demonstrates sensitivity to the needs of individuals and groups – Essential
- Able to prioritise tasks, and to manage conflicting demands on time and resources, to deliver objectives – Essential
- Ability to develop effective working relationships and demonstrate professional credibility with colleagues at all levels – Essential

- Self motivated – able to work on own initiative and work effectively as part of a team – Essential
- Able to manage stressful situations and make sound decisions – Essential
- Mature and professional approach to work – Essential
- Able to demonstrate flexibility in terms of location and working hours – Essential

Knowledge and educational achievements

Minimum of 3 GCSEs at grade C or above or equivalent including English – Essential

Evidence of undertaking additional skills training, willingness to develop further – Essential

A valid UK driving licence – Desirable

Knowledge and understanding of equality and diversity issues – Essential