

People Centred

Positive

Compassion

Excellence

POST TITLE: Telephonist

GRADE: Band 3

DBS: This post is NOT subject to a DBS Disclosure

RESPONSIBLE TO: Telecommunications Manager

ACCOUNTABLE TO: ICT Manager

Job Summary:

To assist in the provision of a comprehensive Telecommunications service to the Blackpool hospitals.

Main Duties and Responsibilities.

1. Provide 24-hour flexibility (which from time to time will include the night shift) to cover for colleague's annual leave and sickness absences and meet the requirements of the service.
2. Receive and extend incoming calls to their relevant destination across the Telecoms network.
3. Receive and record all emergency calls
4. Provide external telephone access for users across the telecoms network
5. Ensure that all personal telephone calls are monitored and accurately documented
6. Transfer internal callers to extensions across the telecoms network
7. Operate the radio system in accordance with guidelines
8. Operate the bleep system. Change faulty bleeps. Divert-undivert bleeps. Program emergency teams. Ensure accurate documentation in relation to receiver/bleep numbers.
9. Ensure individual operator performance targets laid down in the operators guide are consistently met

10. Ensure handover of relevant information takes place at the commencement and end of each shift
11. Provide assistance and work within the trusts guidelines to deal effectively with patients/callers who may have speech, language or cultural differences
12. Ensure that a calming, sensitive approach is applied to those callers who are distressed i.e. suicidal or very aggressive
13. Respond to all emergency calls (major incident, obstetric emergency, cardiac arrest, bomb alert etc) and instigate all relevant documented procedures, in and out of hours.
14. Instigate daily test calls to personnel programmed into emergency teams. Document all responses. Highlight any issues resulting from these test calls.
15. Compile daily medical rota's for each specialty including medical management, executive personnel and emergency teams, identify any inaccuracies which may come to light during the course of the day and highlight to relevant personnel. Ensure Rota' changes are accurate and legible. Ensure the completed daily Rota and any additional amendments are distributed to relevant departments.
16. Assist with the task of updating the console database with new/amended information.
17. Perform reception duties (where necessary) and deal effectively with all enquiries.
18. Attend Departmental staff meetings.
19. Provide an out of hour's service for the distribution and accurate recording of information relating to accommodation keys and on call rooms. Deal with queries relating to this service.
20. Provide an out of hour's service for the ordering of taxi's. Ensure precise instructions are issued to the taxi operators and also make them aware of when taxis are required in response to emergency situations. Ensure accurate documentation in relation to this service.
21. Monitor all medical gas/intruder/personal attack alarms. Instigate relevant documented procedures.
22. Ensure rota changes and information relating to chaplaincy and mortuary arrangements are accurately documented.
23. Participate in competency/training program for new staff.