

JOB DESCRIPTION

JOB TITLE:	Telephonist
BASE	RSH
GRADE:	Band 2
HOURS:	Full time/Part time hours available
RESPONSIBLE TO:	Switchboard Manager/ Switchboard Supervisor
LIAISES WITH:	All disciplines within and outside the Hospital

SUMMARY

The Hospital Switchboard is operated 24 hours a day by a complement of staff on a pre-determined rota.

The Switchboard may be regarded as the communication nerve centre of the Hospital. Staff employed on the Switchboard come into contact with virtually all staff. The Switchboard Staff are front line staff and must always display a pleasant, efficient and helpful method of working.

MAIN DUTIES OF POLICIES

1. To operate a Mitel plus back-up system without supervision.
2. To operate the bleep system, issue and re-programme bleeps in the absence of the Supervisor.
3. To assist with telephone enquiries from members of the Trust, general public, GP's, Hospitals and other organisations.
4. To take part in a rota system, covering 24-hours, 7 days per week.
5. To be knowledgeable and fully competent of answering and following procedures for all emergency telephone calls/alarms, e.g., cardiac arrest, fire, helicopter landing trauma, paediatric emergencies and major incidents.

6. To monitor all audible alarms and in the event of the alarms being activated inform the appropriate staff.
7. Attend mandatory training courses.
8. Issue swipe cards for locums/medical students arriving out of hours and weekends and record.
9. Advise certain discipline who call to Switchboard for collection of keys of their locations, however the Switchboard Operators undertake no responsibility for these keys.
10. Work as a team to ensure the smooth efficient running of the department
11. Staff who are required to work night duty will be responsible for covering the appropriate duties and taking the appropriate action in the smooth running of the hospital's telephone service.
12. To put forward any ideas for improving and developing the service.
13. Any other duties agreed between the post holder and the Manager.

Health and Safety

As an employee of the Trust you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action.

As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and
- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff; and
- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at annual mandatory updates and ongoing continuing professional development; and

- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

Information Governance

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently and effectively. You are required to comply with the Trust's Information Governance policies and standards. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- **Disclosure of Information** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face legal action.
- **Information Quality and Records Management** - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

Professional Standards and Performance Review

As an employee of the Trust you have a responsibility to:

- participate in statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates; and
- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

Safeguarding Children and Vulnerable Adults

- We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.
- As an employee of the Trust you have a responsibility to ensure that:
 - you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines.
 - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

Social Responsibility

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

Continuous Improvement

The trust is committed to creating a culture that puts continuous improvement at the forefront of our transformational journey and our aim is to empower staff at all levels to have the confidence, capability, passion and knowledge, to test changes and make improvements at the Trust and the communities we serve. Following a successful five-year partnership with the Virginia Mason Institute in the USA, the trust continues to further develop and embed the Trusts approach to Continuous Improvement at all levels of the organisation. You will be supported by an improvement Hub, Which will provide the necessary expertise to support you to make improvements, whilst also providing training at various stages of your time at the organisation, as part of your continuing professional development.

This job description represents a summary of the main responsibilities of the post and is not an exhaustive list of duties to be undertaken. The duties may be redefined following discussion with the Line Manager.

Manager	Post holder
Signature	Signature

Date	Date
------	------