

# JOB DESCRIPTION AND PERSON SPECIFICATION

<b>Job Title:</b>	Transport Booking Operative
<b>Band:</b>	Band 3
<b>Hours:</b>	37.5 hours per week
<b>Base:</b>	Calne
<b>Reports to:</b>	Transport Coordinator
<b>Professionally Accountable to:</b>	Transport Officer

## Job Summary

To provide an efficient and professional first point of contact for the Avon & Wiltshire Mental Health Partnership NHS Trust (AWP) Transport Department.

To take and manage incoming communication, via Telephone/Email, to facilitate bookings from multiple stakeholders who are mainly requesting different forms of patient transport. This information to be checked against policy, recorded accurately and sent to the transport provider efficiently.

The successful candidate is expected to be skilled when it comes with multi-tasking, have excellent communication skills and be methodical in their work approach.

This role requires both the data gathering side of taking transport bookings but also the ability to enforce policy and offer alternative suggestions where appropriate.

## Organisational Chart



**Dimensions:**

Budget Managed: £0

Number of staff responsible for: None

Number of sites working across: One. In the event of the main site being unusable you may be required to work from a different site for the duration of the disruption.

## Description of the duties

**Key Result Areas**

- Operate the computer-based Transport Booking System. Answer calls from AWP Staff and External stakeholders both efficiently and politely so transport requests are logged accurately.
- Book Detained Transport and Non-Detained Transport for departments throughout the Trust, liaising with and acting as an information flow between transport providers and clinical staff.
- Keep accurate records of all journeys using the booking system. To ensure the system reflects operational changes and unauthorized journeys are logged.
- Enforce Transport Policy and follow procedure to ensure unauthorized journeys are not booked and offer advice on alternatives when available.
- Assist Trustwide staff with resolving any transport related issues within the boundaries of the services and resources available.
- Use initiative and information given to identify which transport providers should be used dependant on geographical location.
- Log savings achieved by advising staff of alternative transport opportunities.
- Follow local guidance and use initiative during business continuity events to ensure continued running of the service.
- Ability to deal with confidential and sensitive information in the appropriate manner.
- To provide AWP Transport Department with administration support.
- Maintain records in a timely manner ensuring paper based and online system data is accurate.
- Responsible for completion of bookings that may require enhanced support to ensure suitable transport is booked.
- Manage own workloads and incoming calls effectively to ensure wait times are kept to a minimum.
- Management of the AWP Central Transport email inbox, dealing with queries/requests, offering advice where necessary and liaising with line managers when appropriate.
- Ability to action complaints efficiently and professionally at all times

**Applicable to all duties:**

- To maintain strict confidentiality at all times on all matters relating to patients and/or staff.
- Adhere to all Trust policies relating to Health & Safety legislation
- Attend departmental meetings as appropriate

- Any other relevant duties commensurate to the post as directed by Facilities Management.

### Communications and Working Relationships

- Transport Providers internal and external
- Estates & Facilities Staff
- Ward Staff
- Community Teams
- On-Call Doctors, Consultants and Managers
- Pharmacists
- Bed Management Team

### Most challenging part of this role

- Transport Booking Team receives calls from people who make transport requests. Some of these requests are for circumstances where transport would not be authorized. It would be the role of the Transport booking Operative to have these discussions with the person calling to make them aware, discuss possible alternative methods of transport or politely decline as the request is against policy. It is imperative that the team adhere to strict operational and financial procedures/policies.
- Incoming volume of calls to book transport will vary throughout the day with quieter and busier periods. Operative needs to be capable of dealing with this and prioritising their work dependant on the booking activity.
- Occasionally Transport Booking Operatives may work unsupervised and/or alone and must therefore be able to work autonomously and remain positive whilst managing a busy workload.

## General information for all employees

Below is the section of the Job Description with general information for all employees and the requirements on all employees to behave in accordance with AWP values and to support and comply with Policy and Legislation. Some policies are highlighted and must be read by all employees – all AWP policies are available on the intranet to employees or you can ask your manager for the policy. Anyone who has any difficulty understanding these requirements please highlight this to your line manager.

## Values and behaviours

AWP has a set of values. Your behaviours should reflect AWP **PRIDE** values:

**Passion:** Doing my best all of the time

Everything I do is in the interests of everyone who uses our services

I am positive and enthusiastic in my work

I am receptive to new ideas and service improvements

I actively seek opportunities to learn and develop

**Respect:** Listening, understanding and valuing what you tell me

I show compassion and kindness at all times

I am a team player and support my colleagues

I listen carefully and communicate clearly

I respond positively to differences of opinion

**Integrity:** Being open, honest, straightforward and reliable

I encourage and value feedback from others to help me develop

I try to always do what I say I will do

I am open and honest about when things have not gone well

I raise concerns and report incidents that arise

**Diversity:** Relating to everyone as an individual

I try to listen without judging

I respect other people's culture, beliefs and abilities

I actively take account of the needs and views of others

I understand and support the benefits that diversity brings to my team

**Excellence:** Striving to provide the highest quality support

I set high standards for my work and personal conduct

I plan my workload and deliver on my commitments

I make best use of available resources

I put forward ideas to improve the quality of services

### Service User Experience Statement

In all service user and carer contact, your attitude, actions and ambitions should reflect wholeheartedly AWP's motto of 'You matter, we care'. Your goal must be to provide for each individual the quality of care, support and involvement that you would personally expect from a leading mental health trust. 'You matter, we care' should shape your approach to all those who have contact with AWP.

### Other Information

#### CONFIDENTIALITY

The post holder must ensure that personal information for patients, members of staff and all other individuals is accurate, up-to-date, kept secure and confidential at all times in compliance with relevant legislation, the Caldicott principles and the common law duty of confidentiality. The post holder must follow record-keeping guidelines to ensure compliance with the Freedom of Information Act.

#### VALUING DIVERSITY & HUMAN RIGHTS

No person should receive less favourable treatment on the grounds of sex, sexual orientation, marital/partnership status, race, religion, age, creed, colour, ethnic origin, disability, part time working status and real or suspected HIV/AIDS status and must not be placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable. AWP has an **Equality Policy** and it is for each employee to contribute to its success.

#### INFECTION CONTROL AND HEALTH AND SAFETY

The prevention and control of infection is the responsibility of all employees. Employees must be aware of **Infection Control Policies**, procedures and the importance of protecting themselves and their clients in maintaining a clean and health environment. All staff must comply with all **Health & Safety Policies and Procedures**. Staff must be aware of the responsibilities placed on them under Health and Safety legislation and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.

#### **NO SMOKING**

There is a **Smoke Free Policy** in operation. In accordance with this policy smoking is positively discouraged and is not permitted anywhere within the buildings, on the premises or grounds.

#### **DATA PROTECTION**

If you have contact with computerised data systems you are required to obtain, process, and/or use information held on a computer or word processor in a fair and lawful way, to hold data only for the specific registered purpose and not to use or disclose it in any way incompatible with such purpose. To disclose data only to authorised persons or organisations as instructed. All staff who contribute to patients' care records are expected to be familiar with, and adhere to the **Information Governance Policy**. Staff should be aware that patients' care records will be subject to regular audit.

#### **RISK MANAGEMENT**

All AWP employees are accountable, through the terms and conditions of their employment, professional regulations, clinical governance and statutory health and safety regulations, and are responsible for reporting incidents, being aware of the **Risk Management Policy** and emergency procedures and attendance at training as required.

#### **SAFEGUARDING & DUTY OF CANDOUR**

AWP is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All staff are expected to implement the **Safeguarding Policy** and Procedures, act promptly on concern, communicate effectively and share information appropriately. All staff must be familiar with and adhere to AWP's safeguarding procedures and guidelines. All staff have a Duty of Candour to inform their line manager/supervisor as soon as practicable, when they believe or suspect that treatment or care it provided has caused death or serious injury to a patient.

#### **STANDARDS OF BUSINESS CONDUCT AND 'BOUNDARIES'**

You are required to adhere to all corporate policies, including AWP **Standing Orders and Standing Financial Instructions**. This includes not accepting gifts or hospitality in the course of your duties, not acting fraudulently and maintaining appropriate behavioural 'boundaries' regarding your interactions with service users, staff and stakeholders.

**Sustainability is integral to the Trust achieving the NHS Net Zero target. All staff are therefore actively encouraged and supported to implement new ways of working within their field of expertise.**

This job description is intended as an outline indicator of general areas of activity and will be amended in the light of the changing needs of the organisation. To be reviewed in conjunction with the post holder on a regular basis. You may be required to work at other locations within AWP as determined by the duties of your post. You may be required to undertake any other duties at the request of the line

manager, which are commensurate with the role, including project work, internal job rotation and absence cover. This job description describes responsibilities, as they are currently required. It is anticipated duties will change over time and the job description may need to be reviewed in the future.

# PERSON SPECIFICATION

## JOB TITLE - Transport Booking Operative

Requirements	Essential	Desirable
<b>Education and Qualification</b>	<ul style="list-style-type: none"> <li>NVQ 3 in Business Administration or similar relevant qualification</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>Equivalent competence acquired by experience and willingness to undertake NVQ 3 Business Administration qualification under the Trust Apprenticeship Scheme</li> </ul>	<ul style="list-style-type: none"> <li>Relevant call handling qualification</li> </ul> <p>Administration Qualification</p>
<b>Experience and Knowledge</b>	<ul style="list-style-type: none"> <li>Previous experience working and liaising with multi-disciplinary agencies and/or service users</li> <li>Experience using bespoke computer systems</li> <li>Previous work experience in a customer service role</li> </ul>	<ul style="list-style-type: none"> <li>Transport Related booking experience</li> <li>Experience using bespoke Transport Booking systems</li> <li>Knowledge and understanding of NHS mental health services</li> <li>1 year call handling experience</li> </ul>
<b>Skills and Abilities</b>	<ul style="list-style-type: none"> <li>Excellent Administration skills including literacy and numeracy</li> <li>Excellent typing skills and IT literacy; confidence with Microsoft Office packages including Word, Excel and Outlook</li> <li>Excellent verbal communication skills</li> <li>Ability to operate a phone based administration system</li> </ul>	<ul style="list-style-type: none"> <li>IT based qualification for Microsoft Office or equivalent</li> <li>Administration skills in particular regarding the booking of transport.</li> </ul> <p>Proficient in use of Excel</p>
<b>Other Requirements</b>	Empathy for individuals who have experienced mental health problems and ability to cope with behaviour which may be challenging at times.	