



Regional Operational Coordinating Centre

Role Description

Title: Regional Health Control Desk Coordinator
Reports To: ROCC Manager
Responsible To: ROCC Tactical Commander
Band: 4

Brief Description

To proactively monitor Acute Trust capacity, monitor delays at hospitals and facilitate hospital divers; providing a single point of contact for the wider health economy.

Primary Duties & Responsibilities

1. Monitoring the activity at each Acute Trust, PCT and North West Ambulance Service with a view to identifying areas of high activity and hot spots where hospital congestion and delays in patient treatment may develop.
2. Maintain multiple daily contact calls into all Acute Trusts across the region, liaising with both Emergency Department and Bed Management teams.
3. Once capacity/congestion issues have been identified, the RHCD Coordinator, in conjunction with the ROCC Manager/ECC Duty Manager will consider measures to mitigate the situation by prompt liaison and deployment of Ambulance Liaison Officers/Operational Managers and ECC for that area; providing information to them and enabling proactive management to support pressure resolution.
4. A key factor will be to take early action when capacity difficulties are developing. This might involve directing patient flows to more appropriate local Acute Trusts before problems arise and become critical, this could include activities to give the Emergency Department breaks to allow those departments time to deal with the patients they have.
5. The RHCD will have access to existing escalation procedures to ensure prompt action can be taken when significant capacity difficulties occur.
6. The RHCD will produce reports and activity logs, accessible by senior health managers from across the conurbation.

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7. The RHCD will provide information to Trusts and communicate issues developing across the health economy.
8. The RHCD will, when contacted by the Acute Trusts make arrangements with neighbouring trusts to take deflected patients. An Ambulance deflection will then be implemented in line with current NWAS and wider health economy policy.
9. The RHCD will continuously liaise with ECC management to ensure all deflection and activity decisions are communicated to operational staff in a timely and effective manner.
10. Maintain continuing professional development portfolio.
11. Use effective telephone techniques to deal with highly emotive incidents from all types of callers including complainants and abusive callers in a professional and efficient manner.
12. Be aware of and apply the directive and principles of patient confidentiality. Adhere to all current data protection legislation including vulnerable person procedures (child and adult) to all aspects of work.
13. To take an appropriate role, as directed within NWAS Major Incident Response Plan (NWAS RHCD Action card 24) to ensure all procedures are followed and documented in the correct format.

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