

Job description

Bookings Office Call Handler (DESP)

Location: Universal House, E.r.f Way, Middlewich, CW10 0QJ

Reports to: Patient Engagement Team Leader

Working with: Patients, Patient Engagement Centre Managers, Deputy Manager and Team Leaders. Failsafe, Engagement, DESP Programme Managers, Head of Services.

InHealth Intelligence is a leading software provider of information management solutions and forms part of the InHealth Group that sees more than 3 million patients each year.

InHealth Intelligence has been and continues to be a proud supporter of the Diabetic Eye Screening Programmes across NHS England and since 2011, InHealth Intelligence has grown to offer fully managed services across the country. To increase efficiency, we also built our own software system which enables us to adapt and change to meet the requirements our employees to achieve a better user experience.

Working Hours: 37.5 Hours per week. Our office is open from 8am-8pm. Upon completion of training, you will be required to work the occasional 12pm-8pm shift as well as occasional Saturday mornings 8am-12pm.

What you will do:

As a Bookings Office Call Handler, you will be responsible for providing exceptional customer service by handling inbound and outbound calls. You will assist patients with a variety of enquiries, resolve issues, and provide accurate information regarding diabetic eye care. The role requires excellent communication skills, problem-solving abilities, and a strong commitment to patient care.

What you are responsible for:

- Handle inbound and outbound calls from patients regarding their diabetic eye screening
- Address customer concerns, troubleshoot problems, and provide solutions in a timely and professional manner.
- Liaise with patients to encourage attendance
- Accurately document patient interactions, feedback, and follow-up actions where required
- Strive to meet performance targets to enhance personal development
- Uphold a professional, friendly, and empathetic attitude when interacting with patients and colleagues
- Maintain and ensure observation of robust quality assurance measures to meet national standards.

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What people see in you:

- Excellent written and verbal communication skills
- Active listening skills
- Empathetic and caring nature
- Adaptability and flexibility
- A team player who is supportive, reliable and trustworthy
- Someone who is approachable, dedicated and hardworking
- A people person – someone who enjoys working alongside and helping others
- Someone who thrives on and remains calm and focused in challenging situations
- A high level of attention to detail and who works well within set procedures

You will:

- Be experienced in dealing with customers and/or patients and know how to handle their queries effectively and sensitively
- Educated to GCSE or equivalent qualifications and or training/experience in patient care
- Understand the importance of patient confidentiality and be aware of data protection
- Have excellent verbal and written communication skills
- Assist with audits and reporting where required
- Demonstrate our organisational values of passion, care, trust and fresh thinking

You have experience with:

- Working within a customer or patient focused environment
- Computers and Microsoft Office
- Administrative tasks and duties

Further information

General

- Comply with all local and Health Intelligence policies, procedures and guidelines.
- Comply with the requirements of the Data Protection Act.
- Have responsibility for the health, safety and welfare of self and others and to comply at all times with the requirements of health and safety regulations.
- This post is exempt from the provisions of Section 4(23) of the Rehabilitation of Offenders Act 1974.
- Undertake other duties that may be required from time to time and that are consistent with the responsibilities of the grade.
- Provide satisfactory clearance of suitability from the Criminal Records Bureau.

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- This job description reflects the need to cultivate the service. It will evolve with the continuing expansion of the service and will be reviewed through mutual agreement between the post holder and the line manager.

Confidentiality

Attention is drawn to the confidential nature of this post. Disclosures of confidential information or disclosures of any data of a personal nature can result in prosecution for an offence under the Data Protection Act 1984 or an action for civil damages under the same Act in addition to any disciplinary action taken by Health Intelligence which might include dismissal. You should consult your line manager if you consider that there is a need to breach such confidentiality.

Safeguarding

Post holders have a responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of the specific duties relating to their role

IG Governance and Security

All staff must undertake the allocated IG Training Tool Modules and read the Security Policy signing the Security Commitment Form to confirm they have read, understood and will adhere to the policy.

Health & Safety - General

Under the provisions contained in the Health & Safety at Work Act 1974, it is the duty of every employee to:

1. Take reasonable care of themselves and for others at work.
2. Not to intentionally or recklessly interfere with anything provided (including personal protective equipment) for health & safety or welfare at work.