North of England Commissioning Support (NECS)
DIGITAL APPLICATIONS: CAPACITY TRACKER SERVICE
JOB DESCRIPTION

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Title of Post:	Capacity Tracker Service Assistant
Service Area:	Capacity Tracker – Digital Applications
Responsible to:	**Business Support Officer - Digital**
Salary scale/grade:	Agenda for Change Band 3
Working Hours:	37.5 per week
Job ref:	**CORP25**

1. REPORTING RELATIONSHIPS

Capacity Tracker

Capacity Tracker Service Lead (AfC B7)

Business Support Officer – Digital AfC B5 3)

Business Support Officer - Admin

Capacity Tracker Service Assistants AfC B3 x2
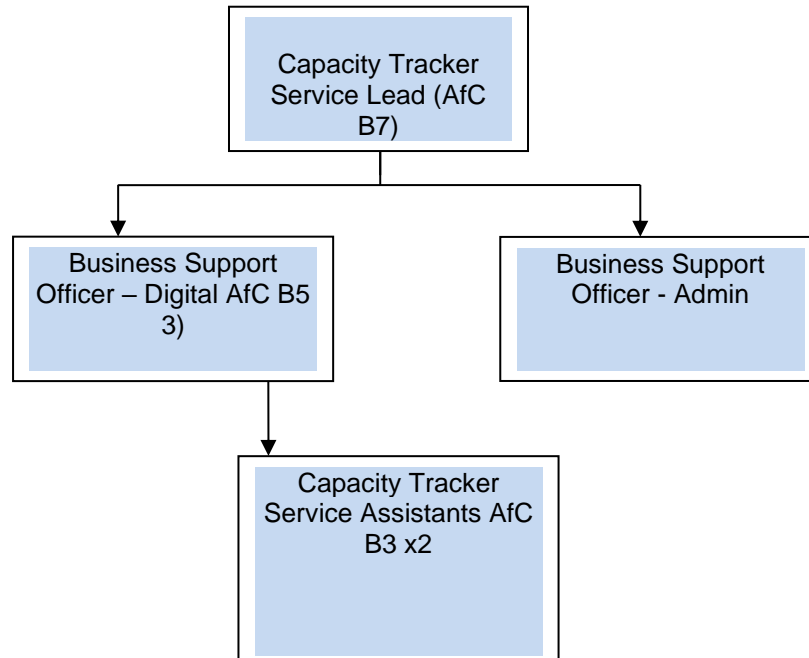
2. JOB PURPOSE

To provide first line non technical support to the Digital Team primarily to the Capacity Tracker System but as required with other digital applications.

Capacity Tracker Service Assistants will be required to monitor utilisation of the system by analysing individual Care Home data sets to ensure that the agreed update targets are not breached and that Care Home information is up to date and visible for the discharge teams accessing the Capacity Tracker. Take the appropriate remedial action to resolve this situation at the earliest opportunity. This will involve phoning care homes and liaising with care home managers, understanding the issues they are having and offering real solutions that will solve their current issues and reach agreement on the processes that they will adopt to embed use of the Capacity Tracker and ensure regular updates are subsequently maintained.

As part of the contact care homes they will be expected to gather additional intelligence and feedback under specific themes to help with both continuous improvement of policy and process and recommend additional functional development of the Capacity Tracker system.

Capacity Tracker Service Assistants will also be required to play an important part in effective team communications from arranging meetings and planning, supporting and developing training material, advising care homes on how to use the system via phone or webex. They will also be required to capture positive testimonials from care homes and identify those care homes willing to be part of a case study.

The post holder will need an excellent telephone manner and customer care skills.

The above list is not an exhaustive list of duties. The post holder will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.

3. OVERVIEW OF RESPONSIBILITIES

The key result areas for this role include:

Communication

1. Provide and receive routine information which may require tact or persuasive skills.
2. Be able to communicate with health care professionals and third party organisations at their level of understanding, culture and background and preferred way of communicating.
3. To act as first level non-technical support to health and social care professionals and third party organisations utilising the Capacity Tracker to problem solve providing full resolution or an escalation of the issue.
4. To act as a support and liaison to Care Homes throughout the process using the Capacity Tracker and associated systems to understand any issues and provide solutions to ensure they maintain the data quality and adherence to the Capacity Tracker local agreements.
5. To communicate effectively with health and social care professionals and third party organisations and collate feedback from pre-defined questions to help gather an understanding why they are not regularly using the system regularly and extol the benefits to themselves, their organisation and the patient/service. Present a positive image of her/him and the service at all times.
6. Reducing any barriers to effective communication whilst speaking with health and social care professionals and third party organisations over the phone or video conferencing
7. Support the development and updating of processes and digital technology training materials.
8. Provide and distribute communication materials to health and social care professionals and third party organisations to help promote the Capacity Tracker and where appropriate other digital technology tools
9. Present a positive image of her/him and the service at all times.
10. Communicate with the Team Leader and any other members of the Management Team to discuss areas and issues daily.
11. Reducing barriers to effective communication whilst speaking with Care Homes either over the phone or in face to face situations.

Personal & People Development

12. Develop own skills and knowledge to work as part of a team and share learning and information, whilst also being able to work independently.
13. Must have the ability to manage change and implement new work patterns and practices as required.

Health, Safety & Security

14. The post holder must comply at all times with NECS Health and Safety Policies, in particular by following agreed safe working procedures and reporting incidents using NECS Risk Incident Reporting System.

Service Improvement

15. Contribute to the implementation of services.
16. Makes constructive suggestions as to how services can be improved for both health professionals and patients.
17. Must adhere to policies and procedures and encourage others to do so.
18. Be able to evaluate own and others work when required to do so completing relevant documentation.

Quality

19. Ensure own actions promote quality and alert other to quality issues.
20. Must have the ability to monitor the quality of their own work and alerts others to quality issues.
21. To work as a responsible, effective team member.
22. Must be able to prioritise own workload and organise own work to meet priorities and reduce risk to quality.

Equality, Diversity & Rights

23. Promote people's equality, diversity and rights.
24. To recognise the importance of peoples rights within legislations policies and procedures.
25. To value people as individuals, acknowledge and recognise other peoples beliefs

Information Processing

26. Monitors and ensures data is received in an appropriate format
27. Complies with service policies regarding confidentiality of transfer of data
28. Assures the quality of processed data
29. Standard keyboard skills and frequent VDU user
30. Identifies and investigates problems and queries arising from processed data

Services and Project Management

31. Ensure reports any difficulties at an appropriate time to a team member
32. Keep accurate records of activities and make them available to team members when needed

4. KNOWLEDGE, SKILLS & EXPERIENCE

Knowledge, Skills and Experience essential for effective job performance are as follows:

- Experience in working in a customer focused environment
- Be able to work through unpredictable system problems in a logical manner
- Ability to understand a range of work procedures and deal effectively with non routine queries
- Be able to respond to regular interruptions
- Excellent communication and interpersonal skills.
- Understanding and experience in working with confidential information
- Ability to be self directed and motivated to contribute positively within a team
- To demonstrate an awareness of Health and Safety in the work place
- Good working knowledge of Microsoft Word/Office packages and other IT software
- Ability to organise and prioritise a wide range of tasks meeting deadlines and working on own initiative
- Working within agreed procedures whilst being able to recommend resolutions and improvements to processes and systems
- Respond effectively and independently to queries from Care Homes and wider Capacity Tracker stakeholders to provide advice and guidance on effectively using the system
- Flexible approach to workload and hours of work
- Well organised and structured
- Demonstrate attention to detail

Mental and Emotional Effort

- To deal with patients on a frequent and regular basis throughout the day, with tact and diplomacy
- Frequent requirement for concentration where the work pattern is predictable, occasionally unpredictable
- Occasional exposure to distressing or emotional circumstances talking to Care Homes, Discharge Services, patients/relatives or carers

1. KEY RESPONSIBILITIES

- To provide first level non-technical support to Capacity Tracker users
- To deal professionally and effectively with GP/Patient queries in line with Patient Choice policies
- Handle calls primarily to care home providers but also when required health and social care professionals and third party organisations
- Discuss and capture issues/feedback from care homes using the Capacity Tracker offering resolution solutions and escalation where appropriate.
- Adhere to and maintain agreed targets in relation to frequency of care homes updating vacancy information within Capacity Tracker.
- Adhere to and maintain agreed targets in relation to frequency of use of digital systems such as Capacity Tracker by health and social care organisations
- Answer the telephone in a courteous and pleasant manner at all times
- Ensure the telephone is answered in the agreed timeframe
- Log all calls and correspondence to and from care home providers, health and social care professionals and third party organisations
- Maintain the confidentiality of information Adhere to Health and Safety Policy
- Support the development and updating of digital technology training materials and use of agreed social media to promote NECs digital technologies
- Provide training and support to new or less experienced team members
- Provide advice and guidance on using the system to Care Homes and other Capacity Tracker stakeholders
- Work as part of a team and share learning information, whilst also working independently and prioritising own workload
- Accurately input and update the Capacity Tracker and associated systems ensuring the customer experience is optimal and make suggestions to improve the process
- Capture effective feedback from key stake-holders and pro-actively engage with developing the Capacity Tracker road map
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Capacity Tracker Service Assistant

PERSON SPECIFICATION

ATTRIBUTE	ESSENTIAL	DESIRABLE
Education & Qualifications	• GCSE grade C or above, or equivalent, in English and Mathematics. • NVQ Level III in Business Administration (or equivalent) or working towards/relevant experience. • NVQ2 Customer care (or equivalent) or working towards/relevant experience.	• NVQ Level III in telephone customer services • ICT qualification.
Skills and Attributes	• Excellent verbal and written communication. • Ability to obtain and record accurate information • Ability to accurately input and retrieve information on a computerised system. Use of Excel and Access databases. • An understanding of call handling, with a good telephone manner. • Proven ability to develop new skills and ongoing learning. • Ability to work under pressure. • Ability to use own initiative. • Must be able to work as part of a team. • Ability to prioritise workload. • Good organisational skills.	Telephone manner training
Experience	• Minimum 1 year's general clerical experience including filing, data retrieval and photocopying. • Minimum 1 year dealing with the public. • Working in a health care environment dealing with large numbers of the general public. • Clear understanding of patient confidentiality and data protection.	Understanding of IT or Tracking systems Experience in customer care / call centre
Personal	• Sense of humour. • Good attention to detail. • Organised. • Professional attitude /	

	appearance. • Professional approach to work and colleagues. • Courteous. • Friendly, outgoing personality. • Sensitivity to the needs of patients and their families.	