

**PART A: JOB DETAILS**

**JOB TITLE:** Control Room Operator

**REPORTING TO:** Head of Service / Area Service Manager/ Control Room Lead

**BASE:** 56 Union Street, G1 3QX

**PART B: JOB SUMMARY**

Taking a wide variety of calls taking and recording information from members of the public, GSA stakeholders and service users to allocate and dispatch appropriate GSA resources. This may include working as a solo control room operator or working within a crew of two.

Will be responsible for the recording and accuracy of information passed via GSA communication equipment from crews during pre-arrival/post dispatch, on scene and post scene stages of working. This may include emergency and non-emergency situations where the control room operator is required to prioritise information depending on the ongoing situation.

You will be expected to work with Registered and Non-Registered clinicians understanding basic scope of practice and allocating resources appropriately, allocating adequate meal breaks and overseeing general welfare of crews.

**PART C: KEY RELATIONSHIPS**

All GSA volunteers, service users, stakeholders & clients

**PART D: JOB SPECIFIC RESPONSIBILITIES**

1. Maintain regular communication with the Glasgow Street Aid street and building teams using radio/telephony/data terminals as necessary to receive and provide call information updates.
2. Record, process and share information/paperwork regarding patient's, their condition and care being undertaken before crew is on scene, to the appropriate allocated crew.
3. Communicate with and manage information regarding patients, relatives and the public in a calm, sensitive and professional manner ensuring confidentiality.
4. Adhere to Glasgow Street Aid's policies in respect of the control of confidential information as outlined within the data protection act and the Caldicott principles.
5. Complete all relevant operational documentation, e.g Computer Assisted Dispatch and other information in accordance with Glasgow Street Aid policy.
6. Maintain clear and regular communication with the Street Team and Building volunteers, in line with agreed protocols, e.g. ISO and Caldicott.

7. Ensure the security of Glasgow Street Aid premises, and equipment and report all damage or loss using charity reporting procedures.
8. Identify actual or potential hazards or risks to yourself, colleagues or others within the work environment and take immediate and appropriate action to reduce or eliminate the risk.
9. Participate in equipment trials, working parties and highlighting areas of potential personal and organisation service development.
10. Required to take personal responsibility for continued professional development through the personal development review process, the knowledge and skills framework and GSA training sessions.
11. To provide witness statements to the Glasgow Street Aid, Police or other authorised parties and attend HM Courts and Coroners Courts, as required.

### **Principle scope**

1. Receiving and registration of Emergency and Urgent telephone calls from the general public, GSA stakeholders and the Emergency Services.
2. Provision of pre-arrival/post dispatch advice to callers using the GSA advice cards and CAD systems
3. Operation of computer terminals utilising CAD, GSA Portal, Windows systems and other applications.
4. Operation of bOnline telephone equipment.
5. Attendance at training courses and satisfactory achievement of appropriate skills and competencies.
6. Participation in Continued Development Education programmes to reinforce and expand skills
7. Initiation of Major Incident procedures in accordance with GSA policy.
8. Assist appropriate individuals as required with risk assessment of tasks carried out and ensure that safe working practices are followed at all times in line with GSA policy and current legislation.

**Note:** The duties of the post and the Job Description will be subject to variation from time to time, as circumstances require, the above areas of responsibility being a guide to present requirements. Changes may be made in consultation with the postholder.

This profile is not a definitive document. The postholder will be required to participate in personal development, development reviews and the post will be subject to job evaluation. As Glasgow

Street Aid develops, it is crucial that the postholder contributes to the process of organisational development within the charity.

## **PART E: GENERAL RESPONSIBILITIES**

**Flexibility:** The postholder may be required to work at any of the Glasgow Street Aid's sites in line with service needs. The post holder may be required to undertake other duties temporarily, or on a continuing basis as may be required commensurate with this role.

**Infection Prevention and Control:** All Glasgow Street Aid volunteers have duties under the "Health and Safety at Work etc. Act 1974" which has a bearing on the prevention and control of infection in particular: Volunteers are expected to understand their responsibilities as outlined in the infection prevention and control policy and related guidelines, comply with all stated systems and maintain their knowledge of infection prevention and control relative to their role.

**Confidentiality, Data Protection, Freedom of Information and Computer Misuse:** All volunteers must ensure confidentiality and security of information dealt with in the course of performing their duties. They must comply with and keep up to date with Glasgow Street Aid policies and legislation on confidentiality, data protection, freedom of information and computer misuse.

Any matter of a confidential nature, particularly information relating to patients, volunteers, or any of the Glasgow Street Aid business matters, must not, under any circumstances be divulged or passed on to any unauthorised persons. This duty extends after volunteering ceases.

**Communication:** All volunteers should be able to communicate effectively with people who use GSA services, and other volunteers, to ensure that the care, treatment and support of people who use these services is not compromised. Must be able to communicate and escalate concerns to the relevant people within the charity.

**Health, Safety, Security and Risk Management:** All volunteers are required to adhere to and act consistently with all relevant health and safety legislation and GSA policies and procedures in order to ensure that their own and the health, safety and security of others is maintained. This includes identifying and reporting concerns with:

- Risks to H&S
- Security of equipment and property
- Personal safety devices
- GSA issued protective clothing

Reporting of incidents should be as per GSA policy. GSA is not responsible for equipment, clothing, consumables, PPE, or other items that have not been issued by the charity.

**Equality and Diversity:** Actively promote the Glasgow Street Aid commitment to equality and diversity by treating all patients, colleagues and visitors with dignity and respect and comply with related policies.

**Mandatory, job related training and CPD:** Take a proactive approach to own personal development in order to ensure that skill set is aligned to the demands of the role as it evolves and develops to meet the charity's changing needs. This will include full participation in annual CPD and appraisal.

**Safeguarding children and vulnerable adults:** All volunteers have a responsibility for protecting, safeguarding and promoting the welfare of children and vulnerable adults. Further information about the Glasgow Street Aid commitment to this and your responsibilities can be found in GSA policy or by discussing with HOS/ASM/Clinical Lead.

**Data Quality:** It is the responsibility of all volunteers to ensure data is of a high quality, in order to support Glasgow Street Aid in providing a quality service. Data must be accurate, valid, reliable, timely, relevant and complete. For further information on the Glasgow Street Aid commitment to this, please refer to GSA policy.

## PART F: PERSON SPECIFICATION

PART G: PERSON SPECIFICATION			
	Specification	Essential	Desirable
1.	Physical Health & Appearance	<p>Meet Glasgow Street Aid requirements for fitness and health standards.</p> <p>Can commit to one shift per month.</p> <p>High standard of personal hygiene.</p> <p>Wear uniform as supplied and directed.</p>	
2.	Qualifications	<p>Literate and numerate to Glasgow Street Aid tested level.</p> <p>Moderate understanding of Windows based applications.</p> <p>Minimum typing speed of 35 w.p.m. with a high level of accuracy.</p>	
3.	Knowledge & Experience	<p>Experience of dealing with people, demonstrating sound customer care skills.</p> <p>Work with public involvement.</p>	<p>Previous control room or call handler experience</p> <p>Experience working in a healthcare setting</p>



4.	<b>Personal Aptitude</b>	Flexible & Adaptable  Integrity  Approachable  Tactful & discreet  Diplomatic  Caring  Empathetic  Mature Attitude.  Enthusiastic	
5.	<b>Demonstrable Personal Skills</b>	Team Player  Clear communication skills.  Negotiation Skills.  Working well in a high stress environment.	
6.	<b>Requirement to handle traumatic, emotional and distressing situations.</b>	Capable of dealing with various patient conditions, some of which can be distressing.	
7.	<b>Additional Requirements</b>	PVG Clearance.	

**PART G: JOB DESCRIPTION RECORD**

This job description reflects the current main charity priorities for the post. In the context of rapid change taking place within the Glasgow Street Aid these priorities will develop and change in consultation with the postholder in line with The charities needs and priorities.