

Job Description and Personal Specification
Call Handler / Telephonist
Line Manager: Hayley Morgan
Accountable to Assistant Practice Manager
Hours per week Full time 37.5

We are looking to recruit an enthusiastic and committed call handler to join our friendly team. We have two full time posts Monday-Friday. We are ideally looking for someone with excellent interpersonal skills to deliver high quality services to our patients.

Duties will include general assistance to the practice team, answering the telephone, care navigation, sign posting patients to the most appropriate service or healthcare professional in a courteous, efficient and effect way.

Main Duties of the job

- Answering incoming calls, transferring calls or dealing with callers requests appropriately.
- Signposting patients to the appropriate service or health care professional in a courteous, efficient and effective way.
- Offer general assistance to the practice team and project a positive and friendly image to patients and other visitors, either in person or via the telephone.
- You will be working between the hours of 8am and 6.30pm there may be a need to work at our branch sites.

Experience and personal specification

- Call handling/dealing with the public experience working in healthcare is not essential.
- Excellent communication skills.
- Clear, polite telephone manner.
- Ability to work as a team member.
- Ability to follow policy and procedures.
- Polite and confident.
- Flexible and co-operative.
- Sensitive and empathetic in distressing situations.
- Ability to work under pressure.

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Branches: Ivor St Dowlais Merthyr Tydfil CF48 3LU

Heol Afon Taf Troedyrhiw Merthyr Tydfil CF48 4DT

Partner: Dr M J Kirkham Dr M Semmens Dr S Chillal Dr C Dacey Dr D M Andrews Dr R Carney Dr J T Powell

Associates: Dr G Francis Dr C Jones Dr C Halpin Dr R Rahman Dr M Thomas Dr V O'Toole

Clinical Pharmacist: Mrs E Richards