

HCS 24 Telecare & Tele Guidance Team Coach

Department:	Intermediate Care Division	
Section:	HCS 24	
Reports to:	Clinical Services Manager	
JE Ref:	HCS1153	
Grade:	CS08	JE Date: 12/09/2022

Job purpose

The post holder will provide training, call handling and associated administrative services to HCS 24, to support the development of an efficient and effective contact management and communication to all service users of HCS 24, ensuring people's safety and meeting service needs.

To train, develop, coach and support the Care Navigators to continuously improve their level of performance by increasing their knowledge, confidence and ability to enable them to work on their full potential. Identifying, organising and delivering relevant training, coaching and continually assessing the progress of each individual within the team to achieve SLA's and KPI's relating to Telecare and Teleguidance software.

The postholder will continue to work as part of the care navigator team to support the call handling service.

Job specific outcomes

1. Provide a full induction of all new staff into HCS 24 and provide training for new and existing staff on the Telecare UMO / Telecare guidance Adastra computer system to a professional standard
2. Conduct supportive observations in the form of one-on-one coaching for a minimum of one hour per week with each Care Navigator. Taking an active role in the teaching, learning and assessment of the quality of their work. Undertake and record spot checks from a range of information including, but not limited to: Systems and data; correspondence; remote listening.
3. Be fully informed of changes to the Adastra computer system and prepare training documentation to assist in the dissemination of this information to staff. Attend training and meetings as and when required to do so by Management
4. Create and maintain full training records for the Care Navigators in a timely, accurate manner. Professionally review and sign off staff competences, to the agreed standard, with the clinical Services Manager in a timely manner. Assist the CQI Manager with the preparation of appraisal documentation. Contribute to content of appraisal.
5. Encourage the team to take ownership of their performance and follow up on agreed actions in a timely manner. ensure that those employees on a Trainee Progression have a clearly documented plan and are provided with opportunities to progress at the appropriate time.

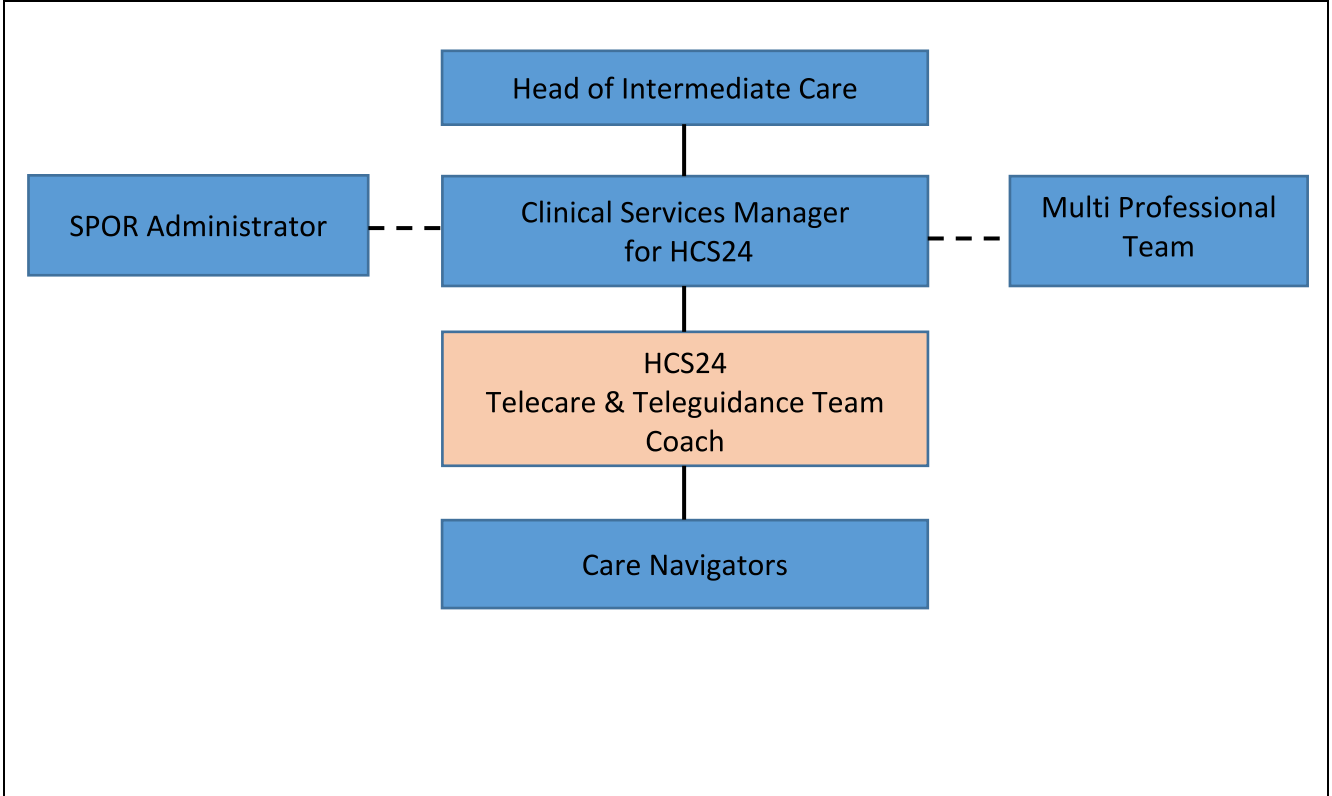
6. Oversee the high-quality service and timely response to the emergency installation of the Telecare System.
7. Support the Clinical Services Manager and the clinical supervisor in maintaining process catalogues and manual and computerised training records, in a timely, accurate manner.
8. Maintain strict confidentiality in relation to all issues concerned within the service and adhere to the requirements of Data Protection. Data champion for HCS 24, supporting the Clinical Services Manager in their role of the Data owner for HCS 24 to ensure all data held within UMO remains up to date and is GCPR compliant.
9. Maintain high levels of safety all staff are encouraged to openly report incidents and any risk identified in Datix. Support the Clinical Services Manager and Clinical Supervisor HCS 24 in ensuring that learnings from investigations, concerns or celebrations are reinforced through training and coaching throughout the team to become business as usual.
10. To be named local System Administrator and Departmental support contact for Telecare – UMO and Teleguidance - Aداstra
11. Support the Clinical Services Manager and clinical supervisor in undertaking audit, according to agreed timetables, to provide additional narrative and evidence relating to identified needs.

Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

This role is politically restricted. The jobholder is not permitted to undertake political activity involving standing for election to the States or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

Organisation chart



One Government Departments



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	<p>Educated to GCSE or equivalent level</p> <p>Previous experience of working in health</p> <p>Current experience in coaching and mentoring a team of people.</p>	<p>Ideally hold or working towards a CMI level 3 coaching and mentoring certificate</p>
Knowledge	<p>A minimum of 6 months experience of working within a call handling environment.</p> <p>Experience of working with the Adastra computer system.</p>	<p>Completed training in the Adastra computer system</p>
Technical / Work-based Skills	<p>A skilled trainer or coach who takes pride in working with people to help them reach their true potential.</p> <p>Effective engaging communicator with excellent motivational ability and persuasive communication skills.</p> <p>Ability to liaise professionally and assertively with both internal and external stakeholders, building good working relationships.</p> <p>Computer experience (e.g. Word/Excel and other packages) as well as email systems and other electronic media</p>	<p>A relevant basic training or teaching qualification</p> <p>ECDL or equivalent Microsoft applications certificate</p>
General Skills/Attributes	<p>Previous experience of working with the public in a busy environment</p>	

	<p>Excellent and accurate record keeping</p> <p>Excellent telephone manner</p> <p>Good at problem solving Effective time management – strong organizational skills</p> <p>Calm under pressure, able to use initiative and make decisions.</p> <p>Ability to collate, utilise and contribute to metrics to inform coaching and training requirements in order to drive team performance in line with KPIs.</p> <p>Ability to maintain strict levels of confidentiality</p> <p>Flexibility to meet service/rota needs</p>	
<p>Experience</p>	<p>Experienced in developing team member's knowledge and skills, working with them to assess their performance and skills determining areas for training, coaching or development.</p> <p>Experience in identification of process improvements.</p> <p>Experience in the use of quality monitoring tools including call quality monitoring, side by side coaching, remote listening and quality assurance in order to provide feedback to develop team members.</p>	

Personal Attributes

Delete as appropriate:

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 5 core accountabilities attributes and behaviour indicators.