

999 Call Handler – Ambulance Service, what's your emergency?

Are you interested in pursuing a career within the Ambulance Service?

Are you driven and passionate about making a difference in people's lives?

Can you work independently and as part of a supportive and motivated team?

If you answered yes to these questions, then please keep reading to find out more about this exciting opportunity that plays an integral part to the delivery of our service and care to our patients.

When you ring 999 your call goes through to one of our two Emergency Operations Centres based in Exeter and Bristol. Our trained 999 Call Handlers are the first point of contact to the ambulance service for people experiencing a medical emergency. Not every call you deal with will be a matter of life or death but the way you listen, interpret information, and communicate with the calls will make a vital difference to the patients. When you receive a call, you are responsible for recording the right information, sometimes under difficult circumstances and offering advice or reassurance to the caller/patient. You will enter this information onto a computer system which categorises the call to ensure that the patient receives the most appropriate care from us.

Your Background

We are looking for people to join us who are caring, compassionate and determined. The particular skills and requirements we are looking for include:

- Strong communication skills and telephone manner
- Customer service experience
- A high level of typing accuracy and computing competence.
- Ability to work calmly under pressure.
- Possess good personal resilience in challenging situations.
- Be prepared to work shifts (24/7 rota providing cover on weekends, nights, and bank holidays)

What We Can Offer You

- Salary starting at £22,816 pa plus additional monthly retention payment of £141 until March 2024.
- Unsocial hours enhancements (In accordance to NHS Terms and Conditions Agenda for Change section 2)
- Generous NHS Pension Scheme
- 27 days annual leave plus additional bank holiday leave

- Free parking
- Blue light discount
- EOC's located just off the M5
- Career progression opportunities
- Access to the Trust Staying Well Service
- MPDS qualification (Nationally recognised triage system used in 45 countries)

Training Course Details:

Week 1-4 – Classroom training, Full time Monday to Friday (Office hours)

Week 5-8 – Mentoring shifts. Full time, these will include a variety of shifts with an experienced mentor to guide and assist you

*During training we are unable to allow annual leave or absent days due to the course demand. The course has a must attend policy based on the details above. Attendance is essential for the 4-week classroom training.

We have regular training courses that run throughout the year.

Part-time hours will be considered through a flexible working application.

This role is 24/7 365 days a year and we work shifts to achieve this. Please visit the additional information for an example shift pattern.

For a further insight to this role, please view the following video
<https://vimeo.com/742269034/8e60f54da6>