

Opportunities for LEAD DESPATCHERS



Are you looking for an exciting and fast paced role within a growing team?

Based in
Elizabeth House,
Stoke-on-Trent

◆ From £9.90
per hour ◆

◆ Full & Part Time
positions
available ◆

◆ Must be flexible to
work evening &
weekends ◆

This is a Tri-Role position which may involve you working as Car Controller, Centre Coordinator or Shift Coordinator supporting the Team Leader acting as shift lead to ensure the provision of a high quality, safe and accessible out of hour's service to patients. You will also lead on various operational projects to improve service delivery

Car Controller: to manage calls requiring a home visit, allocating calls to drivers taking in to account call priority and geographical factors at all times

Centre Coordinator: To allocate and despatch calls to Vocare Urgent Care Centres and other service providers. To successfully manage the Patient Transport System providing logical solutions for patient access into service

Shift Coordinator: To monitor calls despatched to Vocare utilising in housing systems

All of the above require that National or Local Quality standards are achieved.

The ideal candidates will hold a NVQ level 2 or equivalent qualification, or have significant relevant work experience including experience of supporting and resolving staff queries. Excellent communication, effective decision making capabilities and a professional, flexible working approach will be essential for success in this role.

Attractive benefits include: NHS Pension, flexible shift patterns, Perkbox.

We are a leading provider of primary care in collaboration with the NHS, who values the professional developments of our operational staff. We have a wide range of benefits to offer you including a competitive salary, an excellent working environment, a pension scheme, maternity and sick pay and exciting progression opportunities within the company.

We encourage you to apply as soon as possible, as once sufficient applications have been received we may decide to close the advert early.

For further information about this role or to apply, please visit our website:
www.vocare.org.uk/careers-vacancies

Or contact us on 0300 013 4885 or at georgina.templeton@totallyplc.com



@Vocarecareers

Closing Date: 15th September 2019