



Vacancies for 111 Call Advisors

Hours:	Part-time Only (Up to 30 hours – 3 out of 4 weekends will be required)
Contract Type:	Permanent
Salary:	£7.93 per hour plus enhancements
Location:	Vocare South West – Crutes House, Stockton on Tees, Cleveland.

Vocare Ltd, trading as South West Doctors Urgent Care are recruiting for 111 Call Advisors for their service situated in Crutes House, Stockton on Tees, Cleveland.

Our 111 Call Advisors are pivotal to the provision of an excellent service to people using the NHS 111 service to address urgent care needs. They are responsible for answering calls to the NHS 111 service, taking and recording demographic details and carrying out an assessment of their needs of the patient, supported by decision support software (NHS Pathways).

Successful applicants will have excellent communication skills, good IT skills, and experience of working in a customer service or health environment.

All applicants will need to successfully complete 2 weeks of classroom based training plus a period of direct and indirect supervision. Post holders will need to be able to offer flexibility in their working hours to meet the needs of the service, including being able to work 3 out of 4 weekends. You will also need to be in a position to work a fully flexible rota.

In return, we can offer a competitive salary, an excellent working environment, flexible working hours and being part of a supportive and innovative team with scope for progression.

Vocare are operational 24 hours a day, 7 days a week, 365 days a year and the working of various shift patterns to include weekends and public holidays. All staff will be expected to work Bank Holidays (inc Christmas, Easter etc).

Please note that you must be at least 18 years of age to apply for this role. This restriction is in place due to the night shift working required to do this role.

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 at

www.vocare.org.uk

Or call/email us on 0300 013 4885 or at 111Recruitment@vocare.nhs.uk

Please assume you have been unsuccessful with your application if you have not heard back from us within 2 weeks of the closing date.

Please note the salary ranges above are based on a 37.5 hour week and detail the lowest you can earn and the highest you can earn depending on the amount of unsocial hours you actually work.

All successful applicants will be subject to a Disclosure & Barring Service check.

Vocare Group recognise the diversity of the communities in which we operate and demonstrate this through the service we provide when dealing with patients, their family and carers.