

Patient Transport Controller

Location: Greenhithe, Kent

Hours of work: 4 on 4 off rotating shift pattern (average 38.6 hours per week)

Accountable to: Control Room Manager

Rate of pay: Depending on experience

About the role

We are a CQC registered non-emergency ambulance service providing transportation for NHS trust patients. We are currently looking for a Controller to join our team in Greenhithe. The ideal candidate will be from a highly pressured transport control background who has knowledge of the sector.

Extensive geographical knowledge of the South East is essential and previous experience of cleric is highly desirable. The successful Controller will have excellent organisational skills, perform well under pressure and be able to communicate professionally at all levels. The job role holder will be expected to provide the business with a high standard of service that maximises the professional working relationship between the company and the NHS.

Due to the nature of the industry flexibility is crucial therefore the post holder may sometimes be required to work additional hours.

Main Responsibilities

- Ability to demonstrate initiative and logical approach to work
- Adapt approach depending on the needs of the patients
- Good general education
- Strong work ethic and willing to go extra mile
- Able to work both individually and in a team
- Can complete a satisfactory enhanced DBS and ISA Adult First Check
- Ability to multi task whilst under pressure
- Excellent attention to detail
- Experience of using internal IT systems to a high standard
- Common sense and able to demonstrate a sense of ownership
- Manage a number of vehicle events at any one time
- Keep patients updated at all times and advise of any issues
- Liaise with internal departments and external stakeholders
- Manage patient and trust queries in an efficient and professional manner
- Checking the daily planned workload and co-ordinating with relevant stakeholders about any identified changes
- Monitoring the service provided to ensure all standards are exceeded and first-class patient service is provided
- Checking paperwork and dealing with/amending any errors
- General administration duties

Essential Criteria

- Experience in a customer-facing role that involves a high degree of pressure
- Experience in a patient transport environment is desirable
- Ability to demonstrate a wide range of excellent communication skills, including both face-to-face and telephone communication skills
- Proven ability to be flexible within an environment where priorities are constantly changing
- Ability to adapt their approach depending on the needs of the patients
- Strong work ethic and willingness to go the extra mile to deliver good patient care.
- Able to complete a satisfactory enhanced DBS Check
- Must maintain a high level of professionalism at all times

Employee Benefits

- 20 days holiday entitlement per annum for 4 on 4 off shift pattern
- Access to our Employee Assistance Programme
- Eligibility for discounts with retailers and travel agents; online and on the high street
- Refer a friend and employee of the month recognition schemes