



**Job Description: Helpline Officer- Vaccinations (Temporary)**

**Hours of work: Full or Part Time between Mon-Fri 8.30 am – 5pm**

**Annual Leave: 25 days plus pro rata**

**Salary: £12-15 per hour**

**Employed by: Involve Kent**

**Responsible to: Community Programme and Development Manager**

**Based: Office (Turkey Mill, Maidstone, Kent ME14 5PP) or Home Based**

**Purpose of the job**

This role involves working on a Kent and Medway NHS Clinical Commissioning Group funded pilot project, providing telephone-based information to members of the public who are hesitant about receiving the Covid-19 vaccine. This role offers clear communicators the chance to be a part of the biggest health initiative of a generation. Working hours are flexible and home or office working solutions are available over normal office hours.

**Key tasks and responsibilities**

- Taking and actioning queries regarding the COVID-19 vaccine by telephone from people living in Kent and Medway seeking information, especially people from Black, Asian and Minority Ethnicities.
- Using information from GP practices, making telephone calls to unvaccinated patients, providing information and answering questions and addressing concerns to encourage take up.
- Liaise with the partner translation service to ensure people who do not speak English confidently are able to access appropriate information. Coordinate and arrange telephone appointments with the client and translator to provide information in a wide range of languages as needed.
- Working with people to identify areas of concern regarding the COVID-19 vaccination and signposting them to relevant information as necessary, tackling myths and misinformation in a reassuring way.
- Guide and signpost people to vaccine booking systems (e.g., 119 or NHS website) providing support to ensure people can confidently book their vaccines and understand the process.
- Communicate clearly with the ability to maintain boundaries with people experiencing concerns over the COVID-19 vaccination.
- Provide generic information only, using approved materials, strictly adhering to agreed and appropriate information provided by the NHS and Involve Kent.
- Guide people seeking medical advice to appropriate services such as their GP or 111.
- Enable people to take positive action to improve their health and wellbeing by providing information and resources about community services.

- Work with people in a supportive, holistic way to address practical and psychological barriers to receiving the COVID-19 vaccination to co-produce a solution. This could include, but is not limited to, a lack of transport, low confidence and/or social isolation.
- Ensure all necessary data and information about clients is recorded accurately and entered confidentially as appropriate with awareness of information governance best practice.
- Working in partnership with Involve Kent colleagues, voluntary sector, multidisciplinary colleagues in health and social care and district councils to promote the COVID-19 vaccination helpline.
- Any other tasks and responsibilities that may be identified as necessary to the COVID-19 vaccination helpline.
- Work to the Involve values and embed them in your practice and daily work.

<b><u>Person Specification</u></b>	<b><u>Essential</u></b>	<b><u>Desirable</u></b>
Excellent customer service skills, ability to deal with high call volumes while remaining focussed, patient and calm under pressure	X	
Confidently convey information from a set resource in order empower individuals to make their own decisions surrounding the COVID-19 vaccination.	X	
Clinical background or in training for clinical role		x
Awareness of potential issues surrounding the COVID-19 Vaccination.		X
Ability to speak a community language		x
Able to follow processes and systems, assessing people with concerns around the COVID-19 vaccination.	X	
Ability to remain boundaried and resilient whilst working with individuals who may be extremely concerned.	X	
Excellent communication and listening skills, enabling people to feel comfortable in discussing concerns.	X	
Demonstrate confidence and positivity with a methodical approach to planning of own work	X	
Outgoing, can-do approach, energetic and passionate about improving the wellbeing of others	X	
Ability to learn and implement policies and procedures	X	
Good IT skills and experience of collecting data from clients and using a database or CRM system	X	