**Band 2 Call Handlers**

Fixed Term Contracts for 9 months.

Base – Cardiff & Vale Therapy Centre, Splott

Hours: Monday to Sunday, shifts between 8am and 10pm

The Call handler will be required to answer calls from Patients/Citizens, Social and Health Care Professionals and Independent/Third sector providers to book people in to access the immunisation and check and provide information in accordance with the training provided by the UHB’s training department or local training team in relation to those checks required prior to booking an appointment

The call handler will work in partnership with all individuals who make contact with the booking centres to ensure the safe processing of all patient/citizen information, thereby ensuring that all individuals receive treatment based on accurately recorded information. To remain flexible on all occasions when covering call handling shifts.

Job Description and application form (application to be sent to [workforceHub.cav@wales.nhs.uk](mailto:workforceHub.cav@wales.nhs.uk)) included below:

 

**Closing Date: 1st December 2020**