

Referral call center staff

Job Title: Referral call center staff

Reports to: KMA Call & Dispatch Centre Manager

Location: KCCA Call & Dispatch Centre, Kampala, Uganda

Terms: Full Time

Salary/rate: Competitive

Number: 3 positions

Project overview:

Bulamu Healthcare International is a member of the Jhpiego led consortium implementing a five-year Urban Health Activity in Kampala, Mukono and Wakiso with funding from the United States Agency for International Development (USAID). The Activity aims to strengthen urban health systems and improve equitable health outcomes among all urban dwellers by working with districts, municipalities, and the Kampala Capital City Authority to provide quality primary healthcare services. It also focuses on optimizing available resources and enhancing private sector capacity to ensure sustainable improvements in health outcomes and a more resilient urban healthcare system. The Activity will address poor quality of care, congestion in public health facilities, uncoordinated referral system, weak community and surveillance structures, limited private sector capacity, and gaps in enabling environment results in poor health outcomes. The project's key expected results include the following: improved access to and use of quality, maternal, newborn and child health (MNCH), family planning/reproductive health (FP/RH), nutrition, and malaria services and improved disease outbreak response.

Job Summary

The call center staff will be primarily responsible for handling in-bound and out-bound calls at the KMA call and dispatch centre. The staff will participate in the coordination and optimization of the referral processes within KCCA, Wakiso and Mukono districts leveraging the Kampala Metropolitan Area Medical Call and Dispatch Centre while linking with the Kampala Metropolitan Local Maternity and Neonatal System (KLMNS) to improve referral of maternal and newborn cases.

The officer will be responsible for establishing and maintaining strategic relationships with external organizations and individuals to facilitate referrals, collaborations, and partnerships in KMA.

Responsibilities and duties:

- Customer Service: Provide excellent customer service by addressing customer inquiries, resolving complaints, and providing information about products or services.
- Call Handling: Answer incoming calls promptly and efficiently, following call scripts and procedures as required at the KMA Call and Dispatch Centre. Provide guidance on the suitable/appropriate facilities for referral for the different triaged callers/patients.
- Coordination with ambulance team: Provide medical call interrogation using the provided SOPs to determine the severity of the patient's illness. Guide the ambulance team on the client's condition, evacuation plan, guide the evacuation and call beforehand at the potential receiving facility
- Data Entry: Accurately record customer information, inquiries, and actions taken during the call into the database or CRM system.
- Problem Solving: Identify and resolve customer issues using effective problem-solving skills and escalate complex issues to the appropriate department or supervisor.
- Quality Assurance: Adhere to call center quality assurance standards, including call monitoring, to ensure high-quality customer interactions.
- Adherence to Policies: Follow Bulamu Healthcare policies and procedures regarding call handling, data protection, and customer privacy.
- Team Collaboration: Collaborate with team members and supervisors to achieve individual and team goals, such as call resolution targets and customer satisfaction metrics.
- During outbreaks: Receive all calls as per alert verification and report form, work with the verification desk, follow up on completion of all alerts to the call and dispatch center. Support of medical control triage all medical calls to identify those that need ambulance evaluation as well as those requiring medical guidance/advice.
- Submit daily reports and handover after every shift.

Qualities

- Good communication skills
- Good time management
- Proficiency in many languages is an added advantage
- Experience in working in shifts
- Good team Player and problem solver.

Qualifications:

Diploma/certificate in midwifery, nursing or clinical medicine and or an equivalent
At least 1-year experience in front desk or OPD related work

Job Application procedure:

Suitably qualified and interested candidates should send their cover letter and CV through email: admin@bulamuhealthcare.org. **Please visit our website:** www.bulamuhealthcare.org for detailed Job Descriptions.

Deadline for applications: January 10, 2025. **Only successful candidates will be contacted**

Note: Bulamu Healthcare is an equal opportunity employer. Any attempt of influencing the recruitment process will lead to automatic disqualification. The public is further strongly advised to avoid fraudsters masquerading to be recruiting on Bulamu Healthcare's behalf using WhatsApp and other unofficial means of communication.