

# Opportunity for DESPATCHERS



Vocare Ltd, trading as Vocare North, are looking to recruit Despatchers to join their Out of hours service in York.

Based at  
Maple House,  
York

From £8.86  
per hour

Evenings and  
Weekends only

zero hours  
contracts  
available

This is a Tri-Role position which may involve you working as Car Controller, Centre Coordinator or Shift Coordinator:-

**Car Controller:** to manage calls requiring a home visit, allocating calls to drivers taking in to account call priority and geographical factors at all times

**Centre Coordinator:** To allocate and despatch calls to Vocare Urgent Care Centres and other service providers. To successfully manage the Patient Transport System providing logical solutions for patient access into service

**Shift Coordinator:** To monitor calls despatched to Vocare utilising in housing systems  
All of the above require that National or Local Quality standards are achieved.

The ideal candidates will hold a NVQ level 2 or equivalent qualification, or have significant relevant work experience including experience of supporting and resolving staff queries. Excellent communication, effective decision making capabilities and a professional, flexible working approach will be essential for success in this role.

*We are a leading provider of primary care in collaboration with the NHS, who values the professional developments of our operational staff. We have a wide range of benefits to offer you including a competitive salary, an excellent working environment, maternity and sick pay and exciting progression opportunities within the company.*

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:  
[www.vocare.org.uk/careers-vacancies](http://www.vocare.org.uk/careers-vacancies)

Or contact us on 0300 013 4885 or at [vocarerecruitment@vocare.nhs.uk](mailto:vocarerecruitment@vocare.nhs.uk)



@Vocarecareers

**Closing Date: 14th December 2018**