

## Call Coordinator Daily Procedure

### Morning

- 1) Ideally switch the phone on by 09:00 each morning Monday to Friday.
- 2) If any messages or missed calls are listed action them as calls.
- 3) If you have email, check the scheme email account to see if any messages have been left and action them as calls.
- 4) Check Diary to see what jobs are scheduled for the day or other actions that need to be taken or noted.

### Throughout day

- 1) Deal with calls as they crop up or as you are able to. The phone has an answering machine so callers can leave a message if you were not able to take the call.
  - a. Complete the Coordinators Job Sheet with initial details of request.
  - b. If a new client complete a Client Record Sheet, if an existing client ensure we have all the correct information and it is complete.
  - c. Complete the entry on the Telephone Coordinators Record Sheet as far as possible, i.e. client contact details and task details.
  - d. Arrange with a volunteer, if possible, to take on the job and complete the Coordinator Job Sheet and Telephone Coordinators Record Sheet. The volunteer should create their Volunteer Job Sheet from the information you provide.
  - e. Contact Client to confirm arrangements if we can help or apologise any offer any suggestions if we can't.
  - f. If felt necessary, complete a confirmation of Booking Form and drop through the clients letter box.
  - g. Enter booked job in the diary
- 2) Check email account from time to time if able, and deal with as if a telephone call.
- 3) As notified by volunteers that a job has been completed, make a note on Coordinators Job Sheet and file in folder of Jobs completed waiting matching with Volunteer Job Sheet. Also update the Diary to indicate job is complete.
- 4) If any Accident or Incident occurs, as reported by the Volunteer, enter it in the Accident and Incident Book with as much information as possible, sign and date it. Ensure that the volunteer knows that they must write it down, on the back of the Job Sheet is as good s anywhere, sign it and date it. Ensure that the appropriate member of the management team has been notified.

### End of Day

- 1) Ensure all requests, phone or email, have been fully dealt with, if not then complete
- 2) Make sure all messages or texts have been dealt with
- 3) Check Diary for tasks that were due to happen that day and make sure that you have heard from the volunteer that they have completed the task safely. If not confirmed, contact them, if unable to contact them notify Volunteer Coordinator or one of the other management team members

- 4) Check Battery status on the phone and charge if necessary.
- 5) Ideally leave the phone on until 5pm or later if still expecting confirmation texts from a volunteer with a late task. Volunteer should text the scheme phone to confirm completion of a task (i.e. Job 5 complete, Barry). Turn phone off
- 6) Move all completed Job sheets to section "Completed Jobs awaiting Volunteer copy of Job Sheet"