

## **astercal careers at mastercall**: Operational development pathway

Full training given to work on numerous services across the organisation – answering incoming calls and contacting patients to make appointments. Coordinator roles support some of our more ongoing patient care services such as IV, they also support the Shift Managers and support clinical teams.

Shift Leads manage the day to day operations of all our services. They support all the teams, deal with complaints and resolve issues, ensuring all our services run smoothly. Service Leads are responsible for the management of an individual service, ensuring that we meet our targets, are well staffed and update processes and policies.

Call handling for dental services, out of hours GP services, and booking appointments Call Handler

Coordinator

Shift Lead Service Lead

All our job vacancies are open across the organisation.
We have roles available in our administration departments such as HR, payroll, quality and safety teams and many call handlers move into these functions.

Administration Roles Receptionist

Receptionist duties include taking calls, booking appointments / maintaining records, directing patients where to go.

**Driver** 

Drivers work accompanying GP's and nurses on home visits, they check the vehicle and equipment and assist the GP