

JOB DESCRIPTION

PART A: JOB DETAILS

JOB TITLE:	Duty EOC Officer
AFC BAND:	Band 7
HOURS:	37.5 hours per week
DIRECTORATE:	Service Delivery
DEPARTMENT:	Emergency Operations Centre (EOC)
REPORTING TO:	Senior EOC Manager
BASE:	Chelmsford/Norwich/Bedford EOC

PART B: JOB SUMMARY

The Duty EOC Officer (DEO) is responsible for managing the efficient and effective deployment of emergency, high-dependency and primary care resources to meet actual and anticipated demand, during the period of that shift.

The DEO is also responsible for ensuring that staff within the EOC fulfil their roles to the standard set for their position within the EOC.

Out of normal working hours the manager takes the role of the first point of contact representing the Trust in situations requiring senior managerial involvement.

Responsible for managing the deployment of resources to ensure that the Trust meets Department of Health targets for all appropriate calls.

Responsible for managing the EOC staff within a specified locality within the EEAST region and to ensure the safe, sustainable and excellent delivery of patient focussed emergency ambulance services to the population of the East of England.

PART C: KEY RELATIONSHIPS

Communication: All staff should be able to communicate effectively with people who use services, colleagues and stakeholders, to ensure that the care, treatment and support of people who use services are not compromised.

KEY RELATIONSHIPS:

- EOC Staff
- Operational Management Team
- EOC Management Team
- Acute Trusts and other NHS organisations
- Other Ambulance Services
- Other Emergency Services
- Other healthcare professionals
- General public, patients and families
- Armed forces
- Telecommunication providers
- Airport authorities
- Local authorities
- Voluntary aid societies
- Other healthcare and social workers.

PART D: JOB SPECIFIC RESPONSIBILITIES

KEY RESPONSIBILITIES

Main Duties:

1. Overall responsibility while on duty for the effective leadership and management of the EOC.
2. To assist the Senior EOC Manager (SEM) to manage staffing levels within the department in line with budgetary controls. Ensuring a minimum level of operational cover is maintained.
3. To initiate 'Return to Work' interviews reporting to the SEM any concerns regarding sickness absence. To undertake the management of sickness absence in line with the Trust's Policies and Procedures.
4. To initially manage all Trust staff and their welfare in the absence of their line manager and provide information to local management subsequently, putting in place any measure that may be required.

5. To liaise with operational staff and their managers to manage resources effectively during their period of duty.
6. To manage and prioritise accordingly all requests for ambulance transport from general practitioners and other healthcare professionals.
7. If the clinical need of a patient should so demand, to upgrade the level of response.
8. To ensure that whenever delays occur in transporting a patient, all concerned, including GP's are informed of the delay and action is taken promptly to check that the medical priority of the patient has not changed. To liaise with clinicians, operational staff and healthcare professionals to provide the best care for patients.
9. Refer to the on-call Senior Manager where support and/or specialist advice is required.
10. Responsibility for the maintenance of ambulance resource cover at appropriate response post by hour of day in accordance with operational procedures and the prioritised System Status Plan. To direct resources, which are available within the Trust, to support an incident or shortfall that the post-holder identifies on a live-time basis. To ensure that the vehicles within each locality are deployed to high-priority posts within the area as they become available. This should be achieved with minimal inter-response post moves to ensure compliance with the Plan.
11. Oversee the management of resources in emergency, urgent and routine incidents in accordance with national and local policy, procedure and protocol. This may include Emergency Ambulances, RRV's, Operational Managers, Community First Responders, Air support, Emergency Care Practitioners (ECP), High Dependency Units (HDU), Patient Transport Services (PTS), private agencies, Emergency Doctors and/or Trauma Teams and Special Medical Response Team (SMRT).
12. Responsible for ensuring that staff within the EOC on duty work as a team to reduce activation times, and comply with procedural documentation and Standard Operating Guidelines (SOG's).
13. Responsible for efficient and effective co-ordination of communications between all areas within the EOC.
14. To ensure appropriate procedures are followed with regards to information and communications technology equipment, in line with current legislation. Reporting any deficiencies to the SLM/SEM
15. Responsible for ensuring acute Advance Medical Priority Dispatch Systems (AMPDS) protocols are followed and appropriate non compliance feedback is given when necessary to staff. Any untoward discrepancies are communicated to the SLM/SEM.

16. Responsible for ensuring accurate and appropriate clinical information is passed, as required, from operational staff crews to hospitals and other healthcare professionals.
17. To ensure a visible high standard of professionalism is maintained with all users of the EOC.
18. To oversee the work based training needs of all staff within the EOC.
19. To undertake and manage the development of performance development plans and appraisals for all EOC Staff.
20. To ensure all appropriate information is passed to operational staff.
21. To ensure a high priority is given to safety and well-being of operational staff during their shift; paying particular attention to staff rest periods.
22. In the out of hour's period co-ordinate vehicle breakdowns, repair and recovery to ensure minimum disruption to resource levels.
23. Acting on any information received to declare a major incident as appropriate.
24. To be responsible for the implementation of the 'Major Incident Plan' at the request of the Incident Officer and thereafter to co-ordinate and manage all resources going to and from the major incident.
25. To maintain awareness and identify Chemical Biological Radiological Nuclear (CBRN) incidents and activate the CBRN Plan.
26. To maintain effective communication and manage all information relating to CBRN/Major Incidents and any other large scale incidents. Ensuring the management of the EOC operations are maintained efficiently and effectively at all times.
27. To implement the Trust's Child Protection policy, based on information received.
28. To have an in depth understanding of all roles within the EOC.
29. When required to negotiate and liaise with other emergency services and airport authorities to proactively ensure an appropriate response for patient need.
30. To undertake responsibility for the performance, supervision and welfare of all staff working within EOC.
31. Authorised signatory for overtime and pay sheets.

32. To be responsible for recording necessary information in line with current legislation. To produce reports on any information received as and when requested.
33. To assist the SEM with external complaints in line with the Trust Complaints Procedure.
34. To co-ordinate and facilitate staff availability to prepare and provide written statements for solicitors, coroners and police as and when required.
35. To be responsible for the day to day conflict resolution
36. Accompany and provide support to staff that are required to give evidence at court.
37. To actively ensure that the EOC is kept to a reasonable level of cleanliness and hygiene.
38. To receive and investigate complaints both verbal and written and act upon the outcome. Ensure the appropriate manager is informed of the progress of any investigation.
39. As instructed by appropriate SEM, initiate the Disciplinary Procedure in line with the Trust's Policy and Procedures.
40. Promoting a continuous programme of quality improvement within the HEOC.
41. Investigate staff grievances and complaints deciding on the appropriate action in line with Trust Policy and Procedures, seeking advice where necessary.
42. To undertake on an ad hoc basis:
 - Co-ordinate recruitment for the EOC.
 - Liaise with external organisations and co-ordinate external resources.
 - Attend meetings and represent the EOC/Distribution, as appropriate.
 - Assist in workload analysis and performance monitoring.
 - Lead EOC project work as directed by the SEM
 - Assist in conducting investigations, as required

Oversee the management of resources in emergency, urgent and routine incidents in accordance with national and local policy, procedure and protocol. This may include Emergency Ambulances, RRV's, Operational

PART E: GENERAL RESPONSIBILITIES

Flexibility: The postholder may be required to work at any of the Trust's sites in line with service needs.

Infection Prevention and Control: All Trust employees have duties under the "Health and safety at Work etc. Act 1974" which have a bearing on the prevention and control of infection in particular: Staff are expected to understand their responsibilities as outlined in the infection prevention and control policy and related guidelines, comply with all stated systems and maintain their knowledge of infection prevention and control relative to their role.

Confidentiality, Data Protection, Freedom of Information and Computer Misuse: All staff must ensure confidentiality and security of information dealt with in the course of performing their duties. They must comply with and keep up to date with Trust policies and legislation on confidentiality, data protection, freedom of information and computer misuse.

Communication: All staff should be able to communicate effectively with people who use services and other staff, to ensure that the care, treatment and support of people who use services is not compromised.

Health, Safety, Security and risk management: All staff are required to adhere to and act consistently with all relevant health and safety legislation and Trust policies and procedures in order to ensure that their own and the health, safety and security of others is maintained. This will include identifying and reporting all risks to health and safety, security of equipment and property, use of necessary safety devices and protective clothing and the achievement of the Trust's objectives in accordance with the Trust's risk management strategy and policies.

Major Incident: In the event of a major incident or civil unrest or other potential large scale service disruptions (e.g. Pandemic) all East of England Ambulance Service NHS Trust employees will be expected to report for duty on notification. All employees are also expected to play an active part in preparation for a major incident, civil unrest or other potential large scale service disruptions (e.g. Pandemic) and to undertake training as necessary.

Equality and Diversity: Actively promote the Trust's commitment to equality and diversity by treating all patients, colleagues and visitors with dignity and respect and comply with related policies including Equal Opportunities Policy, Dignity at Work Policy, Recruitment and Selection Policy etc.

Mandatory, job related training and CPD: Take a proactive approach to own personal development in order to ensure that skills set is aligned to the demands of the role as it evolves and develops to meet the organisation's changing needs. This will include full participation in KSF and appraisal.

Safeguarding children and vulnerable adults: All employees have a responsibility for protecting, safeguarding and promoting the welfare of children and vulnerable

adults. Further information about the Trust commitment to this and your responsibilities can be sought from the Trust's Child Protection Leads.

No Smoking Policy: East of England Ambulance Service NHS Trust is a no smoking Trust and all staff must comply with the Trust's no smoking policy.

PART F: PERSON SPECIFICATION

	Specification	Essential	Desirable
1.	Physical Health and Appearance	<ul style="list-style-type: none"> • Good health and medically fit • No medical conditions restricting the use of VDUs • Good attendance record • Of smart appearance 	
2.	Qualifications	<ul style="list-style-type: none"> • 5 GCSEs at Grade C or above (or equivalent qualification) including English • Certificate in Management, or equivalent • AMPDS qualified or ability to achieve this qualification within 12 months • Full UK driving licence for 2 years (external candidates, no more than 3 points, dependant on points code) 	<ul style="list-style-type: none"> • National Vocational Qualification (NVQ) in callhandling • European Computer driving licence • RSA Typing Level 1 • MIMMS qualification or ability to achieve this qualification within 12 months • Clinical qualification
3.	Knowledge and experience	<ul style="list-style-type: none"> • 3 years' experience at middle-management level • Experience of effectively managing teams • Use of Information Communication Technology systems (Radio, MS Windows software) • Keyboard skills • Awareness of quality issues 	<ul style="list-style-type: none"> • Previous experience in NHS • Working in a Control Room/call centre environment • Understanding medical terminology • Customer service experience
4.	Personal Skills	<ul style="list-style-type: none"> • Understanding of the role of Emergency Ambulance and Patient Transport Services within the Ambulance Trust • Understanding of the role of HEOC Clear verbal and written communication skills • Commitment to continuous professional development 	<ul style="list-style-type: none"> • Underpinning knowledge of the changing nature of ambulance response times

		<ul style="list-style-type: none"> • Ability to lead a team • Methodical and accurate approach to problem solving • Topographical skills • Articulate and consistent in approach to work • Decision-making skills • Proven leadership skills • Proven prioritising skills • Ability to train and develop staff • Ability to learn new systems and procedures quickly and effectively • Understanding of the role of A & E Service • Understanding of Emergency dispatch procedures • Determination and ability to meet targets • Ability to delegate • Ability to use own initiative • Articulate and consistent in approach to work 	
5.	<p>Personal Aptitudes</p>	<ul style="list-style-type: none"> • Commitment and loyalty to Trust • High standards of personal professionalism • Prioritise and undertake numerous tasks simultaneously • Responsive professional and positive attitude and approach • Sensitive to confidentiality • Assertive • Resilient • Demonstrate self confidence and personal drive • Reliable references • Ability to balance all issues and remain neutral • Flexible and adaptable in the face of change • Smart in appearance • Calm, pleasant and courteous manner 	

		<ul style="list-style-type: none"> • Innovative • Problem solver 	
6.	Requirement to handle traumatic, emotional and distressing situations	<ul style="list-style-type: none"> • Empathy and compassion • The ability to manage and support others during times of crisis – most commonly during or following an emergency call 	<ul style="list-style-type: none"> • An understanding of how bereavement and stress affects individuals' behaviour
7.	Additional requirements	<ul style="list-style-type: none"> • Flexibility to work rota hours and additional hours as required 	

PART G: JOB DESCRIPTION RECORD

This job description reflects the current main organisational priorities for the post. In the context of rapid change taking place within the NHS/Trust, these priorities will develop and change in consultation with the postholder in line with service needs and priorities.

Date Created: May 2014

Created by: Business Support Manager

Postholder's signature: