

JOB DESCRIPTION

PART A: JOB DETAILS

JOB TITLE:	Duty Locality Officer
AFC Band	7
DIRECTORATE:	Service Delivery
DEPARTMENT:	Emergency Operations
ACCOUNTABLE TO:	Senior Locality Manager within the Locality of Beds & Herts, Essex or Norfolk, Suffolk and Cambridgeshire
ACCOUNTABLE FOR:	The operation and management of one of the station areas within a specified locality within the EEAST region and to ensure the safe, sustainable and clinically excellent delivery of patient focussed emergency ambulance services to the population of the East of England.

PART B: JOB SUMMARY

The Duty Locality Officer will be responsible for a number of sites within a team and geographical locality. They may also be required to maintain management cover at any site across the Trust as the need arises.

The DLO will be responsible for the management, development and motivation of a number of front line staff, this will include the provision of expert tuition, advice, support and direction to those reporting to them.

The role also requires the post holder to provide pre-hospital care within the scope of a HPC Registered Paramedic and to promote and encourage the highest level of clinical care through leading by example.

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 communication areas:

Patients and their families
Senior Locality Managers
Locality Directors
Business Support managers
Operational Management Team
EOC Management Team
Operational and EOC staff
Acute Trusts and other NHS organisations
Staff and Managers from other Ambulance Services
Other Emergency Services
Patient and Public Involvement Groups

PART D: JOB SPECIFIC RESPONSIBILITIES

Direct line management, support, development and mentoring of operational staff which includes Supervisors, ECP's, Paramedics, EMTs and Others.

Management of ambulance locations within the designated geographical area, to include all aspects of fleet, estates and equipment

Responsibility for supervision, monitoring and feedback to both managers and staff on relevant performance measures using statistical data and initiating remedial action as required for example:

Booking on and off duty
Mobilisation / response times
Patient satisfaction

Attend large scale specialist (e.g. CBRN and fire arms), major incidents or other incidents as assigned by E.O.C. Acting as lead incident officer where appropriate and able to assume the role of Incident Commander, to the level of your training, until relieved by a senior manager. Ensuring E.O.C. is kept fully updated as appropriate.

To act as CBRN Commander at Bronze level providing specialist advice. Assessing patient care and treatment requirements and analysing the need for any specialist equipment and resources.

To ensure all staff are fully informed of the Trust's aims and objectives and have in place personal development review process that will enable them to achieve their maximum potential.

To facilitate support programmes for staff i.e. mentorship schemes, student education placements etc as appropriate and as agreed with line manager.

Responsible for planning of resources/rosters ensuring optimum staff unit hours and vehicle availability against the demand analysis for each day of the week, in line with Trust Policy, Procedures and any relevant guidance and in liaison with the Scheduling Department where appropriate.

To ensure that relevant staff records, rostering and planning of station shift patterns are regularly updated by the Station Administrators and Scheduling Department where appropriate.

To initiate 'Return to Work' interviews and informal sickness reviews, reporting to the Assistant General Manager any concerns regarding sickness absence management in line with the Trust's Policies, Procedures and relevant guidance.

To be responsible for management of all annual leave as part of the Operational Management Team and liaison with the Scheduling Department where appropriate, in line with Trust Policies, Procedures and any relevant guidance, to meet the operational needs of the Service.

Assist in the recruitment and selection processes.

Responsible for general administration reporting to Senior Locality manager for example fuel stock, maintenance records and other documentation.

Responsible for ensuring the economic and efficient use of all medical supplies, including drugs. Whilst ensuring stock levels are maintained through timely ordering in line with your budgetary responsibility.

Responsibility for the checking, re-stocking and cleanliness of all Trust vehicles is carried out to a high standard and in line with Trust Policies, Procedures and any relevant guidance

To manage staff welfare referring to Occupational Health in liaison with the SLM, maintaining welfare contact during any periods of absence. Undertaking visits to absent staff as appropriate and in line with Trust Policy and Procedures and relevant guidance.

To ensure that all operational staff attend compulsory training

To ensure that any issues that may affect service delivery are reported to the SLM in an appropriate and timely manner

Responsible for monitoring and feedback for Supervision purposes, reporting to the SLM and staff on relevant performance issues, initiating remedial action as required.

To be a first point of contact where appropriate for receiving and actioning any issues in relation to staff, ambulance locations, vehicles and equipment.

Responsible for ensuring compliance with all Trust Policies, Procedures and any relevant guidance, dealing promptly with any issues that arise, Will put forward proposals to optimise service delivery including changes to working practices or procedures

To be responsible for a state of preparedness in the event of a major incident in conjunction with Resilience and Emergency Planning Department

As delegated by SLM ensure the monitoring and development of clinical practice, such as effective clinical supervision, mentorship and audits.

Responsible for attending any incidents as directed by E.O.C., in line with Trust Policies, Procedures and any relevant guidance.

Ensure the delivery and management of the clinical audit tasks which may include for example:

- Leading or supporting staff carrying out defined audits
- Data collection
- Peer reviews
- Dissemination of audit results
- Implementing agreed changes in clinical practice
- Audit of patient report forms

Responsible for daily management of operational issues with regards to child protection and vulnerable adults

To be responsible for ensuring compliance with Trust Policy, Procedures and current legislation on drug acquisition, administration, relevant record keeping and security, reporting any deficiencies.

To assist the SLM with the investigation of complaints ensuring that they are fully and properly met in line with the national timescales and ensuring that appropriate action is taken to prevent similar occurrences and that all learning points are implemented effectively and shared across the Trust.

To assist the SLM with the investigation of incidents involving personnel and/or vehicles is fully and properly met, personally or by delegation and ensure adequate and appropriate action is taken and timely reporting mechanisms are in place

To be responsible for effective Risk Assessment processes ensuring the Health, Safety and Welfare of all. To highlight, isolate, eliminate and/or minimise the identified risks, ensuring they are communicated to all appropriate persons.

In liaison with the SLM, participate in the review and revision of operational guidelines.

Responsible for ensuring that all driving licence checks are carried out annually.

Responsible for the safety and security of ambulance locations

Ensure all Caldicott principles of confidentiality in the utilisation and storage of patient identifiable information is managed and adhered to and to protect personal information in line with Trust Policies, Procedures and relevant guidance.

Responsible for ensuring effective implementation of any revised, updated or new procedures/equipment and establish safe and efficient working practices with staff.

Responsible for the promotion of service improvement within area of responsibility, including the appraisal and implementation of any submissions

Advise the SLM on initiatives and schemes on improvement of working conditions, patient care and operational performance, making suggestions / recommendations for actions that may impact internally and externally.

In line with current practice manage the maintenance of vehicles to Trust Policy, Procedure and relevant guidance in order to meet the required legal standard. Ensuring all vehicles are available to be serviced in line with Fleet requirements.

Manage the maintenance of station and vehicle equipment to a high standard. Ensuring manufactures servicing schedules are met and authorise repairs with external agencies when required.

Responsible for ensuring the maintenance, cleanliness and levels of stock of ambulance locations checking inventories annually in line with the Trust Policies, Procedures and any relevant guidance

Advise the SLM on initiatives and schemes on improvement of working conditions, patient care and operational performance, making suggestions / recommendations for actions that may impact internally and externally.

To attend internal and external meetings, to promote the Trust's policies and interest and optimise service delivery, reporting back through appropriate channels.

Create and promote good two way communication with staff and external agencies.

Responsible for investigating issues in line with the Trust Disciplinary Procedure as delegated.

As delegated to ensure communication to staff on an individual or group basis regarding performance areas such as mobilisation, response, and turn around times. Providing motivation to improve sub-standard performance and ensuring good performance is acknowledged.

When required visit relevant hospital departments offer assistance, resolve conflicts and improve working relationships as appropriate for example when requested via E.O.C or at times of high demand. To act as liaison officer as a representative of the Trust communicating with external agencies

Initial assessment of staff grievances and complaints deciding on the appropriate action in line with Trust Policies, Procedures and relevant guidance seeking advice where necessary

To ensure that the station is kept to an appropriate level of cleanliness and hygiene

Responsible for ensuring student progression including assessments in line with external reference frameworks and the Trust's Policies, Procedures and any relevant guidance

To co-ordinate and facilitate staff availability in accordance with service demand to prepare and provide written statements for solicitors, coroners and police as and when required.

Accompany and provide support to staff who are required to give evidence at court.

Where appropriate be responsible for ensuring invoices / delivery of orders are correct and processed accordingly

PART E: GENERAL RESPONSIBILITIES

Standard general responsibilities will be added.

PART F: STRUCTURE CHART

PART G: PERSON SPECIFICATION

KEY COMPONENTS		E / D*	Assessed by application / interview / test / presentation
Qualifications	<ul style="list-style-type: none"> • Full UK Driving Licence (up to 3 points may be considered dependant on point code) including: C1 • HPC Registered Paramedic • Managerial qualification to degree level or equivalent experience • CMS (Certificate in Management Studies) level or equivalent (or willing to undertake within 24 months of appointment) • CBRN Commanders course (or willing to undertake within 24 months of appointment) 		
Skills and Knowledge	<ul style="list-style-type: none"> • Excellent written and verbal communication skills • Understanding of the use Personal Development Plans with staff • Understanding of clinical audit and governance • Ability to interpret data to monitor and improve performance • Excellent interpersonal and organisational skills • Effective delegation skills • Ability to manage resources effectively • Underpinning knowledge of the NHS and its changing nature • IT literate 		
Experience	<ul style="list-style-type: none"> • 3 years operational experience as HPC registered Paramedic • Commitment to continuous professional development , evidenced by portfolio • Experience of managing a team 		
Personal Attributes	<ul style="list-style-type: none"> • Self-motivated and ability to motivate others • Effective decision maker • Ability to prioritise workloads and work to deadlines using effective time management 		

* Essential / Desirable

PART H: 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: April 2014

Created by: Business Support to the Director of Service Delivery