

JOB DESCRIPTION

PART A: JOB DETAILS

JOB TITLE:	Emergency Clinical Advice and Triage Centre Team Leader
AFC BAND:	6
HOURS:	37.5
DIRECTORATE:	Emergency Operations
DEPARTMENT:	EOC
REPORTING TO:	EOC Clinical Coordinator
BASE:	Bedford, Chelmsford, Norwich

PART B: JOB SUMMARY

The Emergency Clinical Advice and Triage Centre Team Leader (ECAT TL) will be responsible for professional safe and effective clinical supervision and line management of a team of Clinicians based within the Emergency Operations Centre (EOC). To supervise the Emergency Clinical Advice and Triage Centre and provide clinical expertise, by providing assessment, advice and information according to clinical protocols. The post holder will need to utilise professional judgement, critical thinking and refer to other provider agencies and clinicians as appropriate. To assess care needs and empower Emergency Clinical Advice and Triage Centre clinicians, call handlers and operational staff to follow clinical evidence based recommendations and ensure a high quality service delivery Provide support to the Duty EOC Officer and Clinical Coordinator in the clinical day-to-day running of the EOC.

As a team leader within East of England Ambulance Service the Post Holder will be required to provide supervision to their team, to ensure the effective provision of the Emergency Clinical Advice and Triage Centre and to champion change in the organisation. The post holder will ensure that staff are motivated and express a positive attitude towards the organisation and will address any issues and concerns that may inhibit the staff from achieving both their personal and organisational goals.

PART C: KEY RELATIONSHIPS

The post holder is required to work flexibly and deliver an effective service. There will be regular contact and a requirement to develop good working relationships with all

members of the EOC, Operational Directorate and Clinical Directorate. This will include operational staff and their line managers, senior managers, relevant Trust Directors, external stakeholders including local authorities, service users and other partner health organisations working with or on behalf of the Trust.

EOC Clinical Lead
ECAT Administrators
Specialist Clinicians
Operational managers
Clinical Coordinator
Duty EOC Officer (DEO)
Dispatch and Call Handling teams
Senior EOC Manager (SEM)
Emergency Operational teams and Manages
Other Health & Social Care Agencies
Patients
Relatives
General public

PART D: JOB SPECIFIC RESPONSIBILITIES

To ensure clinical safety and maintenance of a high quality service to those patients who call 999:

To take day to day supervisory responsibility for the clinical staff on the Emergency Clinical Advice and Triage Centre. This includes responsibility for recruitment, attendance management, performance management and appraisals.

To review incoming symptom based and health information telephone enquiries, proactively managing clinical calls by assessing urgency. Prioritising Red and Green call categories and Health Care Professional (HCP) calls as required.

Supporting EOC and Operational staff and dealing with highly emotional, distressed, verbally aggressive, abusive or threatening callers and defuse such situations when appropriate, often under difficult and hostile circumstances.

To communicate efficiently and effectively with patients, relatives, the general public and other Health Care Professionals where there are barriers to communication such as language or noise, using good communication skills to achieve a positive outcome.

To work as an autonomous practitioner and provide high quality clinical advice supporting clinicians in the ECAT using knowledge, skills, critical thinking and professional judgement supported by clinical assessment software and clinical decision protocols endorsed by the Trust.

To provide healthcare advice supported by clinical assessment software and facilitate onward referral to other professionals as appropriate to ensure the most appropriate outcome for the patient.

To liaise and communicate clinical information verbally and via technical links, where available, with health economy partners and within the Trust to ensure continuity of care for the caller and effective use of the Directory of Service.

To ensure that the communications link and software are operational and immediately inform appropriate line managers and IT services if problems are identified.

To liaise with the Duty EOC Officer who has operational responsibility for the shift.

To monitor the ECAT call queue including virtual monitoring of other sites, to ensure that the calls are handled in a safe, timely and appropriate manner.

To work with the Clinical Coordinators to ensure that robust rotas are in place to maintain effective core rotas that manage demand effectively having a positive effect on budgetary requirements

To ensure service delivery targets, clinical indicators, and national and locally negotiated targets are delivered.

To attend and actively participate in regular management meetings and work with the Clinical Coordinators to improve and / or consistently maintain performance.

To actively undertake regular live and retrospective call monitoring of staff to provide quality assurance and the opportunity for clinical supervision

To support and participate in the provision of core training where appropriate.

To review, evaluate and recommend revisions of clinical assessment software.

To operate within all local and national policies, procedures and protocols provided.

To comply with the Clinical Governance Framework, including audit and customer satisfaction programmes and to ensure continuous development of a quality service.

To make a positive contribution to support the management of frequent callers in line with Trust policy. Attending multi-agency strategy meeting's as required; actively support/manage frequent caller calls in line with agreed patient specific care plans.

To adhere to Nursing and Midwifery Council (NMC) / HPC Code of Professional Practice (Conduct and Ethical Standards) at all times.

To maintain professional standards and represent the East of England Ambulance NHS Trust both internally and externally.

Be a fully operational and complaint Specialist Clinician in Hear and Treat.

Supervision of ECAT staff which include ECAT Administrators, MDT Clinicians, ECP's, Paramedics, and Nurses.

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

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, education placements etc. as appropriate and as agreed with line manager.

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

Assist in the recruitment and selection processes.

Responsibility for the checking and re-stocking of all medical kit and drugs in the EOC.

To manage staff welfare referring to Occupational Health in liaison with the EOC Clinical Lead, 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.

In liaison with the Clinical Coordinators, ensure that all operational staff attend compulsory training.

To ensure that any issues that may affect service delivery are reported to the EOC Clinical Lead in an appropriate and timely manner.

Responsible for monitoring and feedback for Supervision, monitoring and feedback to EOC Clinical Lead 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, systems, estates and equipment.

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

To monitor and develop clinical practice, such as effective clinical supervision, mentorship and audits.

In liaison with the EOC Clinical Lead, assist in the 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 call reports

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

To assist the EOC Clinical Lead 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 EOC Clinical Lead with the investigation of incidents involving personnel are 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 EOC Clinical Lead, participate in the review and revision of ESOP's, SOG's, policies and procedures. .

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 EOC Clinical Lead 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.

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

Advise the EOC Clinical Lead 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 call pick up times, triage length and send rates. Providing motivation to improve sub-standard performance and ensuring good performance is acknowledged.

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 EOC is kept to an appropriate level of cleanliness and hygiene.

Responsible for ensuring progression including assessments in line with external reference frameworks and the Trust's Policies, Procedures and any relevant guidance and in liaison with the EOC Clinical Lead.

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: STRUCTURE CHART

PART G: 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"> • Registered Nurse, Paramedic, Allied Health Professional • Certificate in Management, or equivalent • Full UK driving licence for 2 years (external candidates, no more than 3 points, dependent on points code) 	<ul style="list-style-type: none"> • Post Registration Clinical Qualification • Degree level qualification • Driving licence with C1 Category
3.	Knowledge and experience	<ul style="list-style-type: none"> • 2 years post registration experience • Currently working as a Health Care professional • Experience of effectively managing teams • Use of Information Communication Technology systems • Good understanding of the role of the emergency ambulance service • Keyboard skills • Clinical Triage experience • Commitment to continuous professional development , evidenced by portfolio 	
		<ul style="list-style-type: none"> • 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 targets

4.	Personal Skills	<ul style="list-style-type: none"> • Critical thinking skills • Proven ability to supervise a team • Methodical and accurate approach to problem solving • Articulate and consistent in approach to work • Decision-making skills • Proven supervisory 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 Services • Determination and ability to meet targets • Ability to delegate and hold individuals to account • Ability to use own initiative • Articulate and consistent in approach to work 	<ul style="list-style-type: none"> • Understanding of the Ambulance Operating Framework Indicators (OFIs) • Understanding of Emergency dispatch procedures • Understanding of the role of Out of Hours Services and Patient Transport Services within the Ambulance Trust • Understanding of the role of EOC.
5.	Personal Aptitudes	<ul style="list-style-type: none"> • High standards of personal professionalism • Prioritise and undertake numerous tasks simultaneously • Proactive professional and positive attitude and approach • Sensitive to confidentiality • Assertive • Resilient • Demonstrate self confidence and personal drive • Ability to balance all issues and remain neutral • Demonstrates flexibility adaptability and leadership in the face of change • Calm, pleasant and courteous manner • Innovative 	

		<ul style="list-style-type: none"> • 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 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:

Created by:

Postholder's signature: