

JOB DESCRIPTION

PART A: JOB DETAILS

JOB TITLE:	EOC Training Lead (Call Handling)
AFC BAND:	Indicative Band 5
HOURS:	37.5 Hours
DIRECTORATE:	Emergency Operations Centre
DEPARTMENT:	EOC Audit and Training Team
REPORTING TO:	EOC Audit and Training Manager
BASE:	It is anticipated that the post holder will be expected to work across the three EOC sites, with any of the EOCs being the primary base site.

PART B: JOB SUMMARY

The post holder is responsible for leading the provision of call handler training for EOC staff undertaking call handling, including devising, preparing, managing and delivering training interventions and assessments to meet organisational needs and initiatives. This role is accountable to the EOC Audit and Training Manager for the delivery of the service by providing expert knowledge, skill and leadership within the East of England Ambulance Service.

PART C: KEY RELATIONSHIPS

The key relationships include:

- EOC Audit and Training Manager
- EOC Training Lead (dispatch)
- EOC Management Team
- EOC Trainers
- EOC Auditors
- EOC Administrative Support
- General public
- Emergency services
- Healthcare organisations

PART D: JOB SPECIFIC RESPONSIBILITIES

- Provide, manage and facilitate training, development and assessment for EOC call handling staff. Identify call handling staff training needs through monitoring and recommendations from the EOC leadership team, to improve and assist them in reaching and maintaining quality and performance targets.
- Line manage the Trainers including EADRs, sickness, annual leave and performance.
- Provide SuperUser knowledge of the current CAD system.
- Coordinate and assist with the Trust's response to external inspections/accreditation visits, including the presentation and preparation of reports/action plans and subsequent progress reports.
- Work autonomously under own initiative and provide regular reporting to EOC managers.
- To work in conjunction with other emergency services in response to a major incident/CBRN or Disaster Recovery situations.
- Create and maintain a yearly training plan for the EOC call handler function, feeding into the workforce plan to ensure all activities are planned.
- Provide training schedules and materials for all call handler training, including Professional Update (PU) training and any required system update training. Participate in and support all training activities as required, including professional updates and training of other staff groups within the EOC.
- Communicate effectively with staff and managers on a regular basis both individually and at team meetings. This may involve dealing with conflict or sensitive situations during course delivery or providing feedback in highly emotive situations.
- Be familiar with all data quality and assurance issues, keeping up to date on risk management developments and associated processes and techniques.
- To support staff in the EOC in the utilisation of CAD, working closely with team leaders in identifying and addressing the needs of those who may require additional support.
- Work in collaboration with the EOC Training Lead for call handling and EOC Trainers, to coach, support, train and monitor all staff groups who use the CAD to handle 999 calls in order to maintain safe and effective practice and ensure consistency in service delivery.
- To train new members of staff and to preceptor and support staff until they reach an agreed level of competency to work independently.
- To participate in the delivery of all core training during induction and on-going in-house training programmes including e-learning.

- In conjunction with the EOC Training Lead for Dispatch, be responsible for the implementation of 'best practice' guidelines through coaching and communication
- Carry out quality assurance assessments and evaluations of all trainers and courses to ensure a high quality service is being provided and consistency across all areas.
- Provide feedback to EOC Trainers to aid their development and progress as well as supporting the development of the training procedures by providing feedback to management regarding policies, procedures and methods.
- To deputise for the EOC Audit and Training Manager where required and line manage any of the EOC Trainers where they are supporting the delivery of call handler training.
- To adhere to the Health and Safety at Work Regulations and H&S policy, including VDU user, other relevant regulations, procedures and guidelines.
- To carry out internal audit of training records and documentation to ensure validity and integrity of information.
- To be able to make sound decisions and use judgement skills in identifying issues or individuals that may require additional support or development. Be able to apply problem solving skills when training schedules may be interrupted by unavoidable issues.
- To utilise relevant communication processes to ensure that information and decisions are cascaded appropriately to all members of staff within the organisation with regard to training issues.
- To participate in the selection and recruitment of EOC staff.
- To ensure that a highly professional image is maintained with all users of the EOC Audit and Training department
- To maintain own standards of performance and qualifications applicable to the post.
- To undertake the role of call handler on a regular basis to ensure skills are current.
- Participate in and support clinical audit activities as required, carrying out analytical review of reports in relation to training requirements
- To be able to cover the role of EOC Training Lead for Dispatch when required.
- To undertake any other reasonable duties in line with the responsibility of the role.
- Identify areas of resilience working for the EOC.

- Identify different training needs of individuals and adapt the delivery of training to meet their specific needs.

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 are 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.

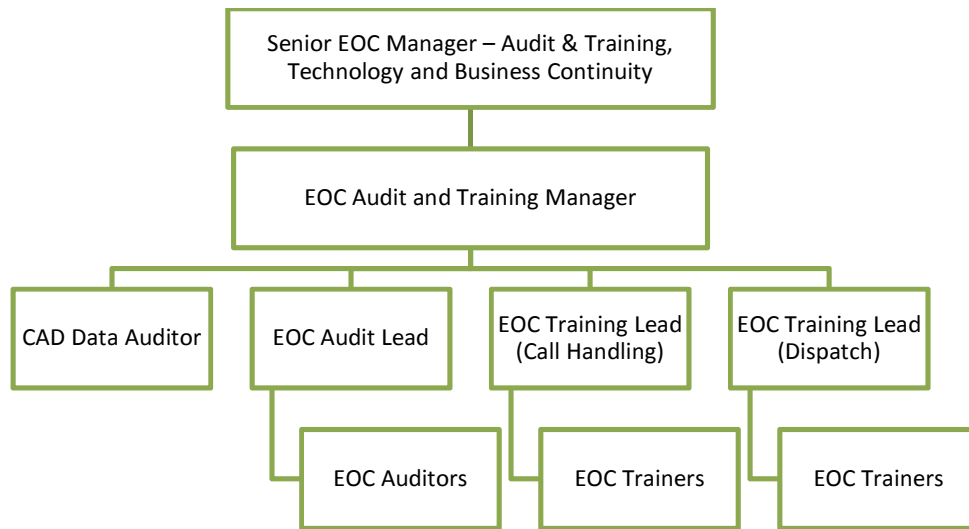
Safeguarding children and vulnerable adults: All employees have a responsibility for protecting, safeguarding and promoting the welfare of children and vulnerable

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.

Data Quality: It is the responsibility of all employees to ensure data is of a high quality standard, in order to support the Trust in providing a quality service. Data must be accurate, valid, reliable, timely, relevant and complete. For further information on the Trust's commitment to this, please refer to the Trust's Data Quality Policy.

PART F: STRUCTURE CHART



PART G: PERSON SPECIFICATION

KEY COMPONENTS		E / D*	Assessed by application / interview / test / presentation
Qualifications	• EMD and EMD-Q certified (or prepared to achieve within 3 months of coming into post)	E	Application
	• 4 GCSEs at Grade C or above (or equivalent qualification) including English	E	Application
	• Award in Education and Training or equivalent certification or essential to achieve this within 6 months of coming into post	E	Application
	• Certification in Education and Training or equivalent certification or essential to achieve within 12 months of coming into post.	E	Application
	• Degree level qualification	D	Application
	• Work Based Assessment experience	D	Application
	• Trained in Instructional methods (techniques)	D	Application
• Full driving licence as postholder will be required to travel to all sites on a regular basis	E	Application	
Skills and Knowledge	• Excellent knowledge of procedures and systems	E	Application
	• Current broad knowledge of the NHS context	E	Interview
	• Sound knowledge of EOC generic policies and procedures	E	Interview
	• Good knowledge of EEAST as an organisation and how the EOCs function within the Trust.	E	Application
	• Good interpersonal skills	E	Interview
	• Well-developed verbal and written communication skills	E	Test
	• Planning, prioritising and workload management	E	Application
	• High degree of competency in CAD system	E	Test
	• Can design and deliver training needs and assess trainees	E	Test
	• Can deliver effective feedback	E	Interview
	• Can assess the effectiveness of training programs	E	Interview
	• Use of Microsoft Office software (work and PowerPoint) and other tools to create training materials	E	Application
	• Excellent presentation and delivery skills	E	Interview
	• Ability to design and deliver training programmes to meet programme and student learning objectives; including theory, practical delivery and assessment.	E	Interview
	• Accurate keyboard skills	E	Test
	• Use of IT system	D	Application
• Project management skills	D	Application	

Experience	<ul style="list-style-type: none"> • 2 years' experience of using CAD as a call handler with compliance evidenced • Experience of delivering training sessions to groups competently. • Experience of writing and presenting reports, presentations, and training materials 	E E E	Application Application Application
Personal Attributes	<ul style="list-style-type: none"> • Ability to work under pressure and to tight deadlines • Commitment to continuing professional development • Able to develop empathy with trainees, managers and supervisors • Assertive and resilient • Able to be flexible to meet the demands of current training needs • Ability to negotiate with managers regarding training issues • High standard of personal presentation, credibility and professionalism. • Positive outlook and ability to engage and enthuse others 	E E E E E E E E	Application Application Application Application Application Application Application

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: 12th December 2017.

Created by: EOC Audit and Training Manager

Postholder's signature: