

## JOB DESCRIPTION

### PART A: JOB DETAILS

<b>JOB TITLE:</b>	<b>Hospital Ambulance Liaison Officer</b>
<b>AFC Band</b>	<b>7</b>
<b>DIRECTORATE:</b>	<b>Operations</b>
<b>DEPARTMENT:</b>	<b>Locality Directorate</b>
<b>ACCOUNTABLE TO:</b>	<b>Senior Locality Manager</b>
<b>ACCOUNTABLE FOR:</b>	The overseeing and facilitation of effective HALO teams across the relevant area.

### PART B: JOB SUMMARY

The post holder will be required to operate over a number of Acute Trust Hospital sites to manage an effective team of hospital ambulance liaison officers to ensure effective and timely ambulance turnaround and patient flows in order to support the Trust's achievement of key performance indicators as part of the Trust's strategic and clinical objectives.

He/she will develop and maintain key relationships with other healthcare provider staff in order to support the delivery of a performance management framework within the area of responsibility.

In this public liaison role, the post holder will be required to represent and promote EEAST, demonstrating professionalism at all times and commitment to service improvement.

### 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 is not compromised.

Key relationships include, but not limited to, are as follows;

- EEAST Hospital Ambulance Liaison Officers
- East Emergency operations (EO) and Emergency Operations Centres (EOC).

- E EAST Managers to include Locality Directors, Senior Locality Managers and Duty Locality Officers.
- Operations Cell Officer
- Conveyance Desk Assistant
- Acute Hospital managers and staff in those departments where ambulance patients are primarily admitted. This will typically include the Emergency Department, Acute Assessment Units, Maternity and Acute Specialist units.
- Acute hospital on-call teams and Directors

## **PART D: JOB SPECIFIC RESPONSIBILITIES**

Criteria should be related to the “factor definitions” within the NHS Job Evaluation Process and limited to 14 criteria as a maximum (refer to the Guidance Document for further information).

- To be responsible for the day to day co-ordination of emergency and ambulance staff in line with Trust policies and procedures in order to reduce ambulance turnaround times, expedite patient flow and meet contractual requirements..
- Performance manage, to agreed key performance indicators, teams of HALOs within a group of Acute Trusts in order to ensure they are delivering their areas of responsibility, in terms of hospital ambulance delays, to the best of their ability.
- Support the teams of HALOs by providing advice and assistance and act as first point of contact for emergency operations and non-emergency ambulance staff, within the ED, for the escalation of hospital delay issues, both hospital and ambulance areas of delay.
- To identify measures, alongside the HALO teams, to ensure that the highest standards of service are achieved in managing ambulance turnaround times and patient flow in the interests of patient care and contractual requirements.
- Ensure appropriate and timely monitoring and reporting of performance to enable decisions, action and intervention to take place at the appropriate time and at the appropriate organisational level.
- Act as the single Paramedic responsible when situations arise which require the cohorting of patients in order to expedite resource availability and patient journeys.
- Oversee the liaison with the relevant EOC and Non-Emergency Ambulance Control to highlight areas of risk and blockages within EDs in order to improve resource levels and patient flow.

- Establish strong links with EOC staff at all levels to foster mutual understanding of roles and responsibilities to ensure the efficient and effective use of staff and resources.
- Oversee the liaison with Hospital emergency departments and bed managers to ensure EEAST has up to date local system capacity information and can use it to support effective use of resources
- Act as first point of contact for any issues the HALO teams have with regards to the escalation of delay situations.
- Represent the Trust at internal and external meetings and working groups as required.
- Support the HALO teams to influence and inform health service stakeholders at all levels and contribute to the development and implementation of policies and procedures.
- Act as Bronze command on site at the hospital ED when a situation requires at the instruction of the silver commander on call.

## **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.

**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.

**Standards of Business Conduct:** It is the responsibility of all employees to conduct all business in an honest and ethical manner. The Trust is committed to acting with integrity in all its dealings and relationships and to implementing effective systems to prevent bribery. The Trust will uphold all laws relevant to countering bribery and corruption, including the Bribery Act 2010, in every aspect of its conduct, including its dealings with public and private sector organisations and the delivery of treatment and care to patients. Following the implementation of the Bribery Act 2010, all employees should be aware that if they accept or offer any financial or other advantage, with the intention or knowledge that this is received in order to induce or reward the improper performance of their duties or offered to induce or reward the performance of another person's duties, they may be guilty of an offence under the Bribery Act 2010. For further information on the Trust's commitment to this, please refer to the Trust's Anti-Bribery Policy.

**Sustainable Development:** EEAST is committed to delivering its services in a more sustainable way, encouraging staff and patients to make sustainable lifestyle choices through awareness campaigns and working with local communities. All employees have a responsibility to ensure the Trust achieves its high standard of sustainable development, and have positive impacts on health, expenditure, efficiency and equality across the six counties of the Eastern region in which it operates.

**PART F: STRUCTURE CHART**

**PART G: PERSON SPECIFICATION**

KEY COMPONENTS		E / D*	Assessed by application / interview / test / presentation
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Full UK driving license (up to 3 points may be considered dependent on point code) including C1.</li> <li>• HPC Registered Paramedic</li> <li>• Managerial qualification or equivalent experience, minimum of 2 years as a supervisor or above.</li> <li>• CBRN commanders course – bronze level.</li> </ul>	<b>E</b>	<b>Application</b>
		<b>E</b>	<b>Application</b>
		<b>E</b>	<b>Application</b>
<b>Skills and Knowledge</b>	<ul style="list-style-type: none"> <li>• Excellent interpersonal, organisational and influencing skills</li> <li>• Excellent communication skills</li> <li>• Effective delegation skills</li> <li>• Ability to manage resources effectively and efficiently.</li> <li>• Excellent planning and organisational skills and evidence of strong problem solving skills within a pressurized environment.</li> <li>• Knowledge of current Trust alternative pathways</li> <li>• Ability to make appropriate decisions under pressured circumstances and in stressful situations</li> <li>• Ability to assess situations and make decisions quickly and confidently.</li> <li>• Undertake audits as necessary to ensure all policies and procedures are being adhered to and to inform future improvements</li> </ul>		
<b>Experience</b>	<ul style="list-style-type: none"> <li>• 3 Years operational experience as HPC registered Paramedic</li> <li>• Experience of managing a team</li> <li>• Experience of working in highly pressured situations whilst remaining calm and effective.</li> <li>• Experience of managing hospital turnaround delays and escalation process and procedures.</li> </ul>		

<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Professional</li> <li>• Positive attitude</li> <li>• Proactive</li> <li>• Organised</li> <li>• Dependable</li> <li>• Good people skills</li> <li>• Integrity</li> <li>• Ability to challenge</li> </ul>		
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\* 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 post holder in line with service needs and priorities.