



JOB DESCRIPTION

PART A: JOB DETAILS

JOB TITLE:	Ambulance Liaison Officer
AFC BAND:	5
HOURS:	37.5
DIRECTORATE:	Service Delivery
DEPARTMENT:	Patient Transport Services
REPORTING TO:	Locality Business Manager
BASE:	To be determined as required by the Trust.

PART B: JOB SUMMARY

A manager having direct responsibility for effectively delivering Operational staff and resources within a designated geographical area achieving contractual performance standards and ensuring the highest quality of care and patient satisfaction.

Responsible for

- Direct line management of non-operational and operational staff
- Maintaining the smooth running of the local PTS contracts within the designated area of operations, budgets and quality specifications.
- Ensuring that patients are conveyed in a caring and timely manner to and from their destinations in accordance with individual needs.

To be the principle point of contact for customers, patients and staff, managing operational developments and improvements to contract delivery.

PART C: KEY RELATIONSHIPS

Head of Patient Transport Services
Operational Management Team
Quality Manager
Business Support Manager
Commissioners



PTS Contracts Manager
Emergency Services
Health Care Organisations
Local Fleet offices

PART D: JOB SPECIFIC RESPONSIBILITIES

Leadership

1. To maintain the effective operation of the local PTS contracts within the designated area, providing guidance and direction on a daily basis to all staff, including operational and non-operational staff.
2. To undertake on-call in order to give advice and make Non-Emergency decisions where necessary.
3. To support Bronze level command, as requested by the Health Emergency Operations Centre (HEOC).
4. As Bronze Commander on any incident to analyse information provided by multiple agencies and resources, making judgements on options available and deciding effective course of action in a pressurised environment.
5. To provide effective leadership to maintain good employee and industrial relations to maintain high quality services and involve staff side in the decision making process to achieve organisational objectives.
6. To deputise for the Locality Business Manager and represent on their behalf where appropriate.

Resource Management

1. Accountable for all day to day operational aspects within the geographical area, ensuring efficient and effective use of all resources to maximum potential.
2. To manage the sickness absence of directly line managed staff in the geographical area taking appropriate action in line with the Trust's Employment Policies and Procedures and escalating to the Locality Business Manager when necessary. This includes conducting return to work interviews and informal meetings.
3. To support the Locality Business Manager in the annual budget setting and contracting processes.
4. In liaison with the PTS Training managers ensure that all operational staff are booked on to and attend annual professional updates and complete all annual mandatory refresher workbooks.
5. To ensure that any issues that may affect service delivery are reported to the Locality Business Manager in an appropriate and timely manner.



Responsible for monitoring service delivery and communicate any relevant performance issues to the Locality Business Manager, initiating remedial action as required.

7. Provide advice and implement reallocation of work according to the ever changing service level requirements of the day
8. Undertake the rostering of staff including the utilisation of relief staff, bank staff and the allocation of overtime within budget and in line with Trust policies and procedures.
9. To support the recruitment of operational, non-operational staff and volunteer car divers , assisting in the interview process and providing mentorship to new recruits
10. To undertake staff personal development reviews for all staff groups and ensure development plans are identified.
11. Responsible for the delivery of an adequate number of vehicles daily, reporting, logging and resolving vehicle and equipment faults.
12. To be responsible for and to ensure all running vehicles have fully functioning PDA (personal digital assistant) units, in line with quality monitoring procedure, reporting and resolving faults

Governance

1. 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.
2. To work with the Locality Business Manager to evaluate customer satisfaction surveys ensuring service standards are being achieved, and implement any agreed actions.
3. Deal with patients, staff and external stakeholders to ensure patient transport requirements are managed effectively and efficiently
4. To ensure that the investigation of any complaints and incidents, allocated to the geographical area are fully and properly met, keeping within national timescales and ensuring that appropriate action is taken to prevent similar occurrences
5. To be responsible for ensuring staff are aware of effective Risk Assessment processes and supporting risk assessments to highlight, isolate, eliminate and/or minimise the identified risks, ensuring they are communicated to all appropriate persons.
6. To implement new and revised service policies and procedures, ensuring staff work within these in order to establish safe and effective working practices
7. Ensure all Caldicott principles of confidentiality in the utilisation and storage of patient identifiable information is undertaken and adhered to and to protect personal information in line with current legislation.
8. To implement identified areas of service improvement within area of responsibility



To be responsible for and evidence the delivery of Infection, Prevention and Control policies and procedures, working alongside the Operational Resource Coordinator to ensure staff adhere to Trust guidelines.

10. Maintain and develop the ISO9001:2008 Quality Management System in association with the Quality Manager, Locality Business Manager and the Head of Patient Transport Services.

Performance and Information

1. Ensure correct transport data is entered into CLERIC to enable the monitoring of journeys and associated contractual quality standards, as well as ensuring capture of data for income generation.
2. To regularly visit relevant hospital departments offer assistance, resolve conflicts and improve working relationships.
3. Assist the Locality business manager with the investigation process to support disciplinary/ grievance and capability hearings promptly and in line with the Trust's Policies, Procedures and relevant guidance.
4. To be responsible for and support the Operational Resource Administrator in the maintenance of fleet records including servicing and MOT's, licence checks
5. To be responsible for and support the Operational Resource Administrator in maintaining up to date records of voluntary car drivers, ensuring they are compliant with Trust Policies and procedures

Financial Management

1. To undertake internal timesheet audits against vehicle workloads and PDA (Personal Digital Assistant) tracking systems
2. Monitor and control use of resources and costs to meet key performance indicators.
3. Actively participate in managing costs and reducing overheads in line with corporate goals and service objectives
4. Responsible for the allocation of overtime expenditure within budget.
5. Responsible for ensuring that all business change initiatives are delivered on time and within budget.

Contract management, Business Development and Transformation

1. To support the Locality Business Manager in future service developments for the contract negotiation process
2. To attend internal and external meetings, to promote the Trust's policies and interest and optimise service delivery, reporting back through appropriate channels.
3. Support the implementation of projects and initiatives as identified by the Head of PTS, engaging with colleagues as well as external agencies



Through redesign methods, support effective working practices to ensure integration and consistency across services

5. Support the delivery of Cost Improvement Programmes supporting the Trust to maintain financial stability.
6. Support staff to achieve project goals, resolving any operational/technical issues and ensuring timescales are adhered to

PART E: GENERAL RESPONSIBILITIES

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

The post holder may be required to undertake such other duties temporarily or on a continuing basis as may reasonably be required commensurate with this role.

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.

Every employee is required to keep confidential all information relating to either a member of staff, patient or Trust business.

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.

It is the general duty of every employee to take reasonable care for the Health and Safety of himself and others including the use of necessary safety devices and protective clothing and co-operation with the trust in meeting its responsibilities under the Health and Safety at Work legislation.



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.

Note

The duties of the post and the job description will be subject to variation from time to time as circumstance require, the above areas of responsibility being a guide to present requirements. Changes will only be made in consultation with the post holder.

This profile is not a definitive document. The post holder will be required to participate in personal development, development reviews and the post will be subject to job evaluation. As the Trust develops, it is crucial that the post holder contributes to the process of organisational development within the Service.

PART F: STRUCTURE CHART



PART G: PERSON SPECIFICATION

Specification	Essential	Desirable
Qualifications/ Attainments:	<ul style="list-style-type: none"> • Full UK Driving Licence (up to 3 points may be considered dependant on point code) • Qualification to "A"Level or equivalent experience • NVQ level 4 in Management or equivalent (or willing to complete within 24 months of appointment) • Bronze Command Course (or willing to undertake within 24 months of appointment) 	<ul style="list-style-type: none"> • Ambulance Care Assistant qualification •
Experience	<ul style="list-style-type: none"> • Commitment to continuous professional development , evidenced by portfolio • Previous supervisory experience with Experience of managing a team of more than 10 staff • Previous experience with a proven track record of budget management • Experience of change management and service redesign 	Experience of managing performance to meet contracted specifications
Skills & knowledge	<ul style="list-style-type: none"> • Excellent written and verbal communication skills • Work unsupervised and demonstrate initiative towards problem solving • Competent in the use Personal Development Plans with staff • Understanding of clinical audit and governance • Understanding of Quality Management Systems and auditing processes • Excellent interpersonal and organisational skills • Effective delegation skills • Excellent negotiation & diplomacy skills • Ability to manage resources effectively & efficiently • Underpinning knowledge of the NHS and its changing nature • IT literate, with experience of word, excel etc • Keyboard skills • Safe driving skills to cover geographical patch 	<ul style="list-style-type: none"> • Working knowledge of CLERICIT system • Working knowledge of GRS IT System
Personal Attributes	<ul style="list-style-type: none"> • Self motivated and ability to motivate 	



	<p>others</p> <ul style="list-style-type: none">• Effective decision maker• Ability to prioritise workloads and work to deadlines using effective time management• Team Player• Effective Team Leader• Analytical• Calm under pressure	
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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.

Date Created:

Created by:

Postholder's signature: