

JOB DESCRIPTION

PART A: JOB DETAILS

JOB TITLE:	Primary Care Operational Team Leader
AFC BAND:	5
HOURS:	37.5 with a percentage of Out of Hours
DIRECTORATE:	Primary Care Operations
DEPARTMENT:	Primary Care
REPORTING TO:	Primary Care Operations Manager
BASE:	Primary Care Call Centre

PART B: JOB SUMMARY

To support the Primary Care Operations Manager in the effective and efficient day to day management of the service. To direct line manage the team of supervisors and clerical administrative staff within the service. To ensure that the national quality requirement standards are achieved and reports generated as evidence.

Travel will be required within the East of England Ambulance Service NHS Trust area to deputise and attend meetings.

PART C: KEY RELATIONSHIPS

Internal

Primary Care teams, operational teams, support teams.

External

Local providers, NHS trusts, public and patient representatives, national IT solutions providers.

PART D: JOB SPECIFIC RESPONSIBILITIES

To provide direct line management to call centre supervisors and administrative staff to ensure effective running of the call centre team.

Lead team meetings for operational staff ensuring that communications are effective and facilitative and targets for audits are achieved.

To participate in the on call rota as required by the Primary Care Operations Manager (PCOM).

Support the PCOM in the management of the budget ensuring the best use of resources within the department which will include ensuring retention, recruitment and attrition are managed effectively.

Supporting the PCOM in the delivery of all national and local targets required as part of contracts held by the service.

Supporting the PCOM in the management of complaints and incidents within the service.

Maintain an understanding and knowledge of all IT infrastructures necessary to run the service.

Computer literate on programmes such as Excel, Word and Databases.

Leading the data management needs of the service ensuring that reports are generated accurately and effectively against deadlines that reflect the performance of the service.

Supporting the PCOM in the PDR process for supervisors and administrative staff ensuring compliance against Trust policy.

Leading training and induction for new and existing staff on the systems and processes to ensure good governance and effective team working.

Ensure that all Trust policies are adhered to within the team such as information governance, infection prevention and control measures, health and safety and other key procedures and protocols.

Act on behalf of the PCOM at delegated meetings and during absence to ensure smooth running of the service at all times.

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	Physically and medically fit, good attendance record, smart appearance.	
2.	Qualifications	NVQ3	Management qualification
3.	Knowledge & Experience	<p>Managing operational service provision</p> <p>Experience of staff management</p> <p>Experience with working with GPs and other health care professionals</p> <p>Knowledge of OOH IT system Adastra and call centre management</p>	<p>Previous NHS experience</p> <p>Detailed knowledge of GP out of hours deputising and co-operative systems</p>
4.	Personal Aptitude	<p>To be able to work under pressure during busy operational periods</p> <p>Willingness to be work some unsocial hours</p>	Flexible approach
5.	Personal Skills	<p>Excellent communication skills</p> <p>Excellent negotiation skills</p> <p>Ability to plan and implement all elements required for smooth running of service</p>	Ability to communicate at all levels
6.	Requirement to handle traumatic, emotional and distressing situations	The job requires a dedicated person to deal with all aspects of care to patients	
7.	Additional Requirements	Full driving licence	

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: