

JOB DESCRIPTION

PART A: JOB DETAILS

JOB TITLE:	Dispatch Team Leader
AFC BAND:	5
HOURS:	37.5 per week
DIRECTORATE:	Operations
DEPARTMENT:	EOC
REPORTING TO:	Assistant General Manager
BASE:	Emergency Operations Centres (EOCs) are located in Bedford, Chelmsford and Norwich

PART B: JOB SUMMARY

The Dispatch Team Leader is primarily responsible for the efficient operation of the dispatching function in the EOC whilst on duty, and the effective and efficient deployment of resources following a set deployment plan in accordance with the needs of the service. They are also responsible for ensuring that EOC staff fulfil their roles to the standard set for their position within the EOC.

PART C: KEY RELATIONSHIPS

- AGM and EOC Management Team
- General Public
- Emergency Services
- Healthcare Organisations
- Call Handlers/Call Handler Team Leader
- Dispatch Team Leaders
- EOC Administrative Support
- Audit Team
- EOC Trainer

- Dispatching and call handling teams at the other Trust EOCs

PART D: JOB SPECIFIC RESPONSIBILITIES

1. To be able to undertake all dispatching roles within the EOC.
2. In the absence of the EOC Duty Manager, oversee the smooth running of the Room.
3. To be responsible for the maintenance of ambulance resource cover at appropriate response posts by hour of day, in accordance with operational procedures and the prioritised System Status Plan. To direct resources, which are available within the Trust, to support an incident or shortfall that the post holder identifies on a live-time basis. To ensure that the vehicles within each locality are deployed to high-priority posts within the area as they become available. This should be achieved with minimal inter-response post moves to ensure compliance with the Plan.
4. To ensure the appropriate mobilisation to emergency, urgent and routine calls during a period of duty.
5. To ensure that staff on duty work as a team to reduce activation times and comply with Standard Operating Guidelines (SOGs) in the EOC.
6. To ensure, in conjunction with the EOC Duty Manager, that a highly-professional image is maintained with all users of the EOC, including both the general public and our own staff, and in particular the operational staff.
7. To undertake responsibility for the performance, supervision and welfare of those staff members who are operating under the direction of the post holder.
8. To ensure a visible high standard of professionalism is maintained with all users of the EOC.
9. To be responsible for ensuring Medical Priority Dispatch Systems (MPDS) protocols are followed and appropriate non-compliance feedback is given, when necessary, to staff. Any untoward discrepancies are to be communicated to the Assistant General Manager (EOC).
10. To refer, for clinical guidance, to a qualified ambulance clinician or paramedic, where advice on transport priority is required, and to accept without question the ultimate judgment of the booking clinician or nursing staff when in doubt.

11. To ensure the appropriate MPDS information is passed to responding crews, wherever this may assist them, in preparing to manage an emergency or urgent case.
12. To ensure a high priority is given to the safety and well-being of operational crews during their shift, and that the EOC has a pro-active approach to ensuring appropriate breaks are given whenever possible and the welfare and safety of the staff is continually considered.
13. To ensure appropriate procedures are followed with regard to radio, mobile data and telephone communications.
14. In accordance with national and local policy, procedure and protocol, to oversee the management of resources in emergency, urgent and routine incidents. This may include Emergency Ambulances, RRVs, Operational Managers, Community First Responders, Air Support, Emergency Care Practitioners (ECPs), High Dependency Units (HDUs), Patient Transport Services (PTS), Private Agencies, Emergency Doctors and/or Trauma Teams and Special Medical Response Team (SMRT).
15. To liaise with the Clinical Support Desk (CSD) and other EOC-based clinicians when appropriate, to seek clinical advice for crews responding to emergency calls and, when necessary liaise with the clinical advisor in relation to calls which have been secondary triaged and require transportation.
16. To ensure that, whenever delays may occur in transporting a patient, the patient, relatives or others concerned, including GPs, are informed of the delay and action is taken promptly to check that the medical priority of the patient has not changed.
17. To ensure all appropriate information is passed to operational staff.
18. Likewise, to be responsible for ensuring accurate and appropriate clinical information is passed as required, from operational crews to hospitals and other healthcare professionals, where direct contact is not appropriate.
19. To ensure that all shift reports are completed and the necessary management information is prepared and presented as required.
20. In line with current legislation, to be responsible for recording necessary information during the shift period. To produce reports on any information received as and when requested.
21. To actively ensure that the EOC is kept to a reasonable level of cleanliness and hygiene.

22. Out of hours, to co-ordinate vehicle breakdowns, repair and recovery to ensure minimum disruption to resource levels.
23. To attend Major Incidents as an emergency response, to set up mobile Control Vehicle and to provide on-site communications and act as forward control, as laid down in the Trust's Major Incident Policy.
24. To maintain awareness and identify Chemical Biological Radiological Nuclear (CBRN) incidents and activate the CBRN plan.
25. When required, to negotiate and liaise with other emergency services, agencies and/or organisations, to ensure an appropriate response for patient need.
26. To promote a continuous programme of quality improvement within the EOC.
27. When required and in line with Trust Policy and procedures, to investigate staff grievances and complaints.
28. To receive and investigate complaints both verbal and written and act upon the outcome.
29. To be responsible for day-to-day conflict resolution.
30. To undertake Dispatch training as and when required, in respect of training programmes for new recruits and ongoing work-based training for all staff within the department. This includes Continued Dispatch Education (CDE) in line with MPDS guidelines.
31. To oversee system upgrades, ensuring all staff are fully trained and familiar with any new implementation.
32. Carry out tasks relating to evaluating services, e.g. staff questionnaires, audits and equipment trials.
33. To provide statements and attend Court to give evidence as and when required.
34. Assist the Trust in meeting national targets by ensuring that whenever possible, all emergency calls are answered within Trust guidelines and to achieve compliance with agreed standards.
35. Work as an effective member of a high-performance team, ensuring self-awareness of surrounding environment and events and promoting this practice for Emergency Call Handlers.
36. As and when required, to cover other roles in the EOC, commensurate with individual levels of training.

37. To perform other tasks in keeping with the post and commensurate with their training as required by their Line Manager.
38. To respond to media enquiries by referring the enquiry on to the EOC Duty Manager or other Trust representative.
39. Support all three EOCs in maintaining continuity in the event of system failures by supervising/handling calls from either of the other two EOCs, or relocating to another EOC for a temporary period (this may also be due to extreme instances of high demand or prolonged large incidents).
40. Sitting in front of a visual display screen for long periods of time, with restricted movement. (Subject to current health and safety regulations).
41. To undertake on an adhoc basis:
 - Co-ordinate recruitment for the EOC.
 - Liaise with external organisations and co-ordinate external resources.
 - Attend meetings and represent EOC, as appropriate.
 - Assist in workload analysis and performance monitoring.
 - Lead EOC project work as required.
42. To accurately record information regarding performance, operational meal breaks and other aspects of dispatching in line with current procedures including the use of the Trust portal.

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 within 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.

PART F: STRUCTURE CHART

PART G: PERSON SPECIFICATION

	Factors	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"> • AMPDS qualified • 4 GCSEs at Grade C or above (or equivalent qualification) including English • Previous Dispatcher experience 	<ul style="list-style-type: none"> • Management/supervisory qualification • Clinical qualification • Experience of SSP • Computer applications user qualification • Full driving licence • RSA Typing Level 1
3.	Knowledge and experience	<ul style="list-style-type: none"> • Experience of motivating staff successfully • CAD/VDU operation • Sound knowledge of EOC generic policies and procedures • Keyboard skills • Competent in the use of IT, eg Windows-based systems • Awareness of quality issues 	<ul style="list-style-type: none"> • Management of teams • 12 months supervisory experience gained in the last 3 years • Understanding medical terminology • Customer service experience
4.	Personal Skills Personal Skills continued	<ul style="list-style-type: none"> • Clear verbal and written communication skills • Commitment to continuous professional development • Ability to lead a team • Methodical and accurate approach to problem solving • Topographical skills • Articulate and consistent in approach to work • Decision-making skills • Proven leadership skills • Proven prioritising skills • Ability to train and develop 	<ul style="list-style-type: none"> • Underpinning knowledge of the changing nature of ambulance response times

		<p>staff</p> <ul style="list-style-type: none"> • Ability to learn new systems and procedures quickly and effectively • Understanding of the role of A & E Service • Understanding of Emergency dispatch procedures 	
5.	Personal Aptitudes	<ul style="list-style-type: none"> • Commitment and loyalty to Trust • High standards of personal professionalism • Prioritise and undertake numerous tasks simultaneously • Responsive professional and positive attitude and approach • Sensitive to confidentiality • Assertive • Resilient • Demonstrate self confidence and personal drive • Reliable references • Ability to balance all issues and remain neutral • Flexible and adaptable in the face of change • Smart in appearance • Calm, pleasant and courteous manner • Innovative • Problem solver 	<ul style="list-style-type: none"> • Full Driving Licence
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: 23 August 2011

Created by: Simon King

Postholder's signature: