

## **Emergency Operations Transfer Process**

**(Road staff)**

**(Sector to Sector)**



*Managing the processes for staff transfers within the Trust*

*(Please also refer to the SLM area to SLM area Process and the modified process for Non-road staff and DLOs)*

## Principles

This process sets out a structured and consistent approach to Internal Transfers within the East of England Ambulance Service NHS Trust (the Trust) and outlines the procedure which will be utilised.

This process applies to all eligible staff employed within Emergency Operations including Station Supervisor, ECP, Senior Paramedic, Paramedic, SAP, Senior EMT, EMT, ECA and HCRT roles.

This process does not apply to:

- Internal transfers which take effect as a result of organisational change. These will be managed under the provisions of the Trust's Change Management, Redundancy and Redeployment Policy;
- Transfers within Sectors; these will be managed under the **SLM area to SLM area** process.
- Anybody eligible to transfer under the modified Emergency Operations and EOC transfer process (Non-road staff and DLO).
- Applications for increasing or decreasing contracted working hours. These will be managed through the Trust's Flexible Working Arrangements Policy. However an employee may make a flexible application to increase contracted hours to full time subject to a transfer and therefore at the point which this is agreed the employee will be able to apply for a transfer and await vacancy to fulfil the application. Their hours will only be changed when the transfer takes place and these will be managed under the Flexible Working Arrangements Policy for initial acceptance and subsequently under this process once the former has been agreed.

This document serves as a framework for the basic principles which the organisation will work within. Managers have the freedom to use the process to help form the basis of their decision and allow employees to understand the process, their responsibilities and required actions.

There may be occasions whereby exceptional circumstances, for example conflict resolution outcomes, disciplinary sanctions, or specific personal circumstances take precedence over this process.

## Eligibility

To be eligible to apply for an internal transfer, the individual must be requesting a transfer to a post comparable to their **substantive** post which meets the criteria set below:

- Is on the same Agenda for Change Band 1-6 inclusive (or equivalent Trust Grade). The same contractual hours.
- With the exception of Student Ambulance Paramedic (SAPs) all staff must have the same or broadly similar job description and person specification at the time of application onto the transfer list. (see below for SAP specific guidance)
- Emergency medical technicians (EMTs) who are **not** currently on the paramedic pathway may apply for transfer to available non paramedic positions using this

policy. Available positions will be determined by Local Sector Management Teams dependent upon local operational deployment models and skill mix needs. (see below for guidance regarding EMTs on the paramedic pathway)

- Direct Entry Paramedics who have received a “Golden Hello” may apply for a transfer but cannot be offered a position until they have completed any contractual restrictions which may be applied at the time of entry.

Student Ambulance Paramedics and/or Emergency Medical Technicians on the paramedic pathway who have successfully completed Module 6 of UEA Development Programme and Portfolio (known as QSAP) can either:

- Apply to be attached to a non-paramedic position until the point that they achieve the paramedic qualification and appear on the Health and Care Professions Council (HCPC) register or
- Apply for permanent transfer to a Paramedic position but this can only be taken up once Paramedic qualification is achieved and they appear on the HCPC register.
- It should be noted that the point of paramedic qualification any student ambulance paramedic or EMT on a non-paramedic line will forgo occupation and rights to that line due to change in clinical qualification and employment status.

Due to the lower numbers involved DLO transfers will not be managed by this process but by the Modified Emergency Operations and EOC transfer process (Non-road staff and DLO). Movements of all managerial roles of Agenda for Change pay band 8a and higher (or equivalent Trust grade) will not occur under this process but via the Trusts appropriate processes.

### **Transfer choices**

This process enables you to do the following;-

- Submit a maximum of one request to transfer to a different Sector area.
- You may state a specific SLM area, but if you do so it may restrict the offers you are likely to receive..
- If you decline an offer your transfer request will be removed from the list.

	Sector List
<b>Administered by</b>	HR Services
<b>Maximum transfer requests allowed on list at any one time</b>	1 (if more than one is submitted the last one received will be accepted and all others cancelled)
<b>Transfer scope</b>	Transfer to different Sector, (stating SLM area if you wish to restrict offers made to you.)
<b>How transfer will be communicated</b>	Via indicated preference on application for email address/ phone number, Trust e-mail. These details must be kept up to date by the applicant. N.B Please see below regarding arrangements for telephone contact.
<b>Window for decision once transfer is offered</b>	Within 5 days from contact being made the applicant must reply electronically to the offer email address confirming whether they accept or decline the offer. Failure to reply will result in applications being considered declined by the applicant.

Please remember that by accepting any internal transfer, your contract of employment will be **permanently** changed. This means that you will not have an automatic right to revert back to your previous working arrangements. Please ensure you seek advice prior to making an internal transfer offer if you are, in any way unsure, of what this means.

## **Process**

If you wish to make an application you should complete the form found in the appendix, (or available on the intranet), and email it to HR Services. Applications must be made electronically via email and will not be accepted in paper form.

## **Impact on you:**

- Once you have been offered a transfer, you will be removed from the list for that area. This means that if you decide the offer is not for you but you want to remain on the list, you will need to submit another application and go to the bottom of the list again.
- You can only make 1 transfer requests to Sector to Sector list. Make sure you review this from time to time to check that this is still valid and that your provided contact details are still correct
- The Transfer listing will be published on the Trust intranet and updated on a monthly basis so all staff will be able to see where their application is in order of priority. The listing will include staff names and requested transfer details. If for an exceptional reason you do not wish your details to be published this should be discussed with HR Services.
- You must update any changes to your employment status on your existing transfer. (e.g. qualified from SAP to Paramedic) Failure to do so may result in you being offered a transfer you are unable to accept and therefore invalidate your application due to the change in your employment status.
- This transfer process does not guarantee a place on any particular team or rota. This will be confirmed with prior to transfer.

## SECTOR LIST PROCESS

The flowchart below demonstrates how this will be managed.

### APPLICATION STAGE



### WHO DO I SEND MY APPLICATION TO?

Applications should be sent to HR Services for Sector to Sector transfer requests.

Applications for SLM area to SLM area requests should follow the SLM area to SLM area Transfer process and be sent to the Sector Lead. (Please refer to the SLM area to SLM area Transfer process for full details).

Email Address to send Sector to Sector applications is [HRServices@eastamb.nhs.uk](mailto:HRServices@eastamb.nhs.uk)

## MONTHLY TRANSFER PROCESS

### Weeks One and Two during the month

- Vacancies in SLM areas assessed by Sector Management Team
- Transfer offers prepared.
- Transfer offers agreed internally by Sector Management Team and HR.
- HR consider Sector to Sector transfers in conjunction with this process with HR Services
- Offers made to employees via preference stated
- Employee has 5 days to reply to HR Services.

### Weeks Three & Four during the month

- If an employee accepts a transfer this must be confirmed electronically to HR Services.
- All agreed moves will take place on the 1st of the month one full calendar month ahead to allow planning of shifts.
- If applicable new contract prepared and sent out by HR.
- If employee declines transfer no further action required.
- If no response received offer assumed declined by employee.
- Transfer request removed from list regardless of decision.

Vacancies will be confirmed to the sector administrator by SLM areas as required. Sector administrator will review the vacancies in conjunction with HR Services to identify whether any offers can be made, and if so, whether under this process by HR Services or under the SLM area to SLM area process locally. The two processes will be reviewed together with applications prioritised on their length of time on the respective transfer list.

Any resulting offers will be made within the first two weeks of the month. Offers will be made on the basis of a start date of 1<sup>st</sup> of the month after the next clear calendar month has been completed (an offer made in early March will have a start date of the 1<sup>st</sup> May). Employees will only have five days from receiving the transfer offer, it is important that you check your Trust and other identified e-mail accounts regularly during this time. It is the employee's responsibility to check their email accounts for transfer offers and failure to do so may result in offers being withdrawn or assumed declined.

### **Telephone Contact**

For exceptional circumstance a courtesy telephone call can be requested to notify employees that an offer has been made. If you wish to use this service you should confirm this at the time of your application and detail the exceptional circumstances for consideration by HR Services. This is only a courtesy call and you should not rely on it as a reason not to check your emails on a regular basis. The lack of a courtesy call cannot be claimed as a reason an employee was not aware an offer of transfer had been made.

### **Process Review**

This process will be reviewed as required.

Appendix 1 only if not using an electronic version

**TRANSFER REQUEST**

<b>Full Name</b>		<b>Current Grade</b>	
<b>Assignment Number</b>		<b>Current SLM area</b>	
<b>Job Title</b>		<b>E-Mail address</b>	
<b>Contracted hours</b>			
<b>Phone Number</b>	<input type="checkbox"/> Please notify me via this number when a transfer is offered, in addition to sending an email. I accept that this cannot be relied upon to ensure I have received the offer		

Please detail your

	<b>SECTOR area</b> <b>Select only one</b>	<b>Specific area</b> <b>(optional, this may restrict offers that are made to you)</b>	<b>SLM</b> <b>(for QSAPs only)</b>	<b>Paramedic position</b> <b>(for QSAPs only)</b>	<b>Non Paramedic position</b> <b>(for QSAPs only)</b>
<i>Example</i>	<i>North Sector</i>	<i>West Suffolk</i>			
Your request					

**NB Please note that any current request on this list will be removed.**

By sending this form you are confirming you have read and understand the Trust's Internal Transfer Process and wish to request an internal transfer as outlined above. The date of application will be accepted as the date your request is received electronically.

