



JOB DESCRIPTION

| 1. Job Details | |
|--|--|
| Job Title: | EOC Clinical Practice Developer |
| Pay Band: | 6 (indicative) |
| Reports to (Title): | Practice Development Manager |
| Accountable to (Title): | Head of Clinical Audit |
| Responsible for (Title/s): | EOC Audit Coordinator |
| Location/ Site/ Base: | Emergency Operations Centre (East /West) |
| 2. Job Purpose | |
| <p>The post holder will work using own initiative and with minimal supervision. The individual will be responsible for the audit of EMAs, Senior EMAs, EMA Coaches, EMA Team Leaders, EOC Clinicians and Clinical Safety Navigators. Based on these audits, they will document the results, deliver developmental feedback and document the outcome.</p> <p>The post holder will be a nurse or paramedic with significant experience in face to face care and telephone triage. They will be a subject matter expert for use of the NHS Pathways system and the principles of telephone triage. As such, they will provide support to Clinical leaders in the developmental action plans as part of performance management processes.</p> <p>A large part of the individual's workload will be routine audit activity; however, they will also take part in a schedule of specialist audit projects outside of this. For example, the audit of cardiac arrest and sepsis calls; they will produce audit reports that detail the Trust's performance in handling these calls and a developmental action plan to address shortcomings.</p> <p>The individual will undertake a one in six rotation through EOC to undertake call handling duties. They will interpret the patient's description of their symptoms, analyse the information given and deliver a safe and appropriate level of care. This will ensure knowledge of practice and clinical credibility are maintained. During their time in EOC, they will be expected to maintain their status as subject matter expert and provide advice and support to junior colleagues.</p> <p>As a first line manager the post holder will provide leadership with regards to day to day working activities, on-going development, sickness management and appraisals of their direct reports.</p> | |

Role of Department

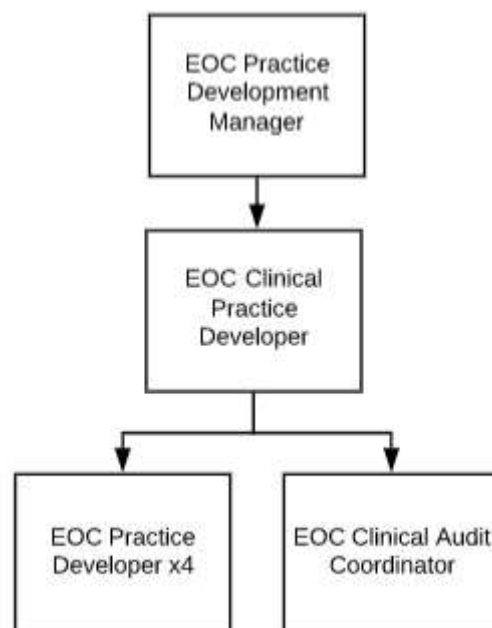
The EOC is responsible for the initial assessment and subsequent management of unassessed health emergencies through the 999-call handling system.

The EOC receives calls from a number of sources (public, health care professional, other emergency services) and using decision software called NHS Pathways it makes an assessment of the caller's needs.

The assessment allows the EOC to identify the most appropriate level of care, within a defined timescale to meet the patients unscheduled health care needs by utilising a variety of health and social services including our own ambulance response service.

The EOC practice development team observe and analyse practice in the EOC and deliver coaching based on this to ensure the Trust provides the highest quality care to patients. Although the post relates to practice within the EOC, the line management of the post-holder sits within the Trust's Medical Directorate.

3. Organisation Chart



4. Duties & Responsibilities

The EOC Clinical Practice Developer:

General

Will be highly competent in all aspects of handling complex clinical calls. This includes expert knowledge call handling procedures, use of the Computer Aided

Dispatch (CAD) systems, NHS Pathways (NHSP) and principles of telephone triage.

They will have the advanced sensory skills required for telephone triage, where active listening combined with the dexterity to use multiple IT systems is required.

Will be an expert in coaching, development and education, using evidence based coaching and educational techniques to support individuals and create an environment where clinical excellence can flourish.

Delivery of these KPIs will require the individual to have a flexible approach to work. Adjusting the work that they are doing throughout the day to meet conflicting demands. Sometimes adjustment to their own working patterns and the working patterns of operational staff will be required in order to ensure that face to face feedback and development can take place.

Travel and work across Trust premises, sometimes at short notice.

Audit & Development

Providing side by side audit and coaching, providing feedback on audit results, working with leadership to discuss performance issues.

Escalating performance issues to leadership where required and supporting on the development of improvement action plans and decisions around performance management.

Undertaking routine audit activity as part of NHS Pathways license requirements. Also, undertaking audit projects and analysing performance against areas of identified clinical risk. For example, sepsis or cardiac arrest. Producing audit reports based on the findings of these projects.

Acting as a subject matter expert as part of incident investigation and capability management processes. Will be expected to explain complex issues involved in telephone triage and NHS Pathways use using plain English and adjusting approach to suit the learner. Will need to explain clinical information and how this should be weighed up in relation to use of the NHS Pathways system.

Will lead on audit levelling programmes, to ensure that audit is applied with fairness and consistency. Will be responsible for challenging and escalating poor practice in relation to audit.

Support complaint, capability and other investigations as part of EOC management processes by production of special case reviews and providing analysis and advice where appropriate.

Creating a culture where audit is viewed positively, as a development opportunity to ensure that patients get the best possible care.

Clinical Call Handling

Undertaking call-handling duties on a one in six basis to maintain clinical skill and credibility. Continuing to act as a subject matter expert during call handling duties by providing real-time advice and support to junior colleagues.

Will need to provide immediate support and intervene making time critical decisions where required to ensure patient safety is not compromised and staff are supported.

Able to demonstrate high levels of competency required to undertake 999 call taking as dictated by service demands and maintain own call compliance in accordance with NHSP auditing requirements.

Is highly competent in the undertaking of telephone assessment in what may be a hostile, highly complex or emotional environment. This will include frequent exposure to calls of an unpleasant and verbally aggressive nature as part of supporting the escalation of challenging calls.

Provide clinical oversight and advice for deployment of specialist resources, remote clinical leadership, information and guidance, where required to ambulance crews.

Line Management

Undertaking line management of EOC Clinical Practice Developers to ensure that they are supported, that they deliver their objectives and in turn, the team ensures patients contacting EOC are kept safe.

Responsible for the implementation of new/revised policies, procedures and protocols.

Engages regularly with team members through 1 to 1 and appraisal process to ensure staff members have adequate opportunity to provide and receive feedback on their progression.

Expected to analyse the effectiveness of policies and procedures, based on their findings from call audit. For example, if there is a routine violation in a policy, would be expected to make a suggestion that the policy or procedure needs adjustment.

Training and supervising new starters to the team to ensure that they are supported to become competent in their role.

They will have a good level of communication skills so that when talking with team members they will be able to adapt their communication style relevant to the situation and what needs to be communicated.

They will be familiar with and able to apply relevant HR policies and procedure, this includes, but is not limited to, individual sickness and capability/disciplinary review and carrying out investigations relating to their level of authority.

Use of IT

Competent in the use of various information systems in order to retrieve and document complex information. Competent in the analysis and presentation of quantitative and qualitative information.

Identify trends in performance data and use this information to recommend changes in policies and procedures to ensure that our patients receive safe and effective care.

Is responsible for accurate and timely record keeping using the Trust recognised computer systems and taking account of the confidential nature of this information relating to their own 999 call handling or in the maintenance of EOC staff member records.

Training and Development

Will be involved in updating staff at key skills as subject matter expert on call handling and NHSP and general training requirements.

Will act as a telephone triage and developmental expert in the development and delivery of staff developmental action plans.

Will be expected to participate in all related training to maintain and develop skill levels and professionalism. Including any prescribed residential or non-residential courses for both operational necessity and career development.

Health and Safety

Ensure requirements of the health and safety at work act are observed within the department and that staff carry out their individual responsibilities under that act. Accountable for the safe functioning of all desks and chairs utilised within the EOC and appropriate reporting of defects when required.

Ensures staff follow correct Infection Prevention and Control procedures for workstations during the course of shifts to maintain a healthy working environment.

Individual risk relating to workspace usage will be mitigated through undertaking workstation assessments for all direct reports annually or as a result of an identified issue.

Report Writing

Write witness statements or attend coroners court and crown court if required to represent SECamb.

Will report incidents where required and complete all types of investigations and aid with the collating of evidence especially relating to telephony recordings or NHSP process. Accountable for the delivery of learning recommendation outcomes.

Values

The Post holder will be required to demonstrate compassionate care in their daily work and adopt the 6 Cs - NHS values essential to compassionate care: **Care, Compassion, Competence, Communication, Courage and commitment**. Post- holders will also be required to understand and work in accordance with the NHS constitution and put the patient at the heart of their work.

Safeguarding Children, Young People and Adults at risk of abuse and neglect

South East Coast Ambulance NHS Trust is committed to safeguarding and promoting the welfare of children, young people and adults at risk of abuse and neglect, and expects all staff and volunteers to share this commitment. All staff are required to adhere to the trust's safeguarding policy and understand their individual safeguarding responsibilities

Equality and Diversity/Equal Opportunities

The Trust recognises the need for a diverse workforce and is committed to Equal Opportunities. It seeks to eliminate unlawful discrimination against colleagues, potential employees, patients or clients on the grounds of sex, marital status, disability, sexual orientation, gender identity, age, race, ethnic or national origin, religion, pregnancy/maternity, political opinion, or trade union membership and to promote equality of opportunity and good relations between staff and clients. Individuals, including volunteers, contractors and temporary workers, must at all times indicate an acceptance of these principles and fulfil their responsibilities with regard to equality legislation and the Trust's Equality Diversity and Human Rights Policy and protocols. Similarly, all individuals have a responsibility to highlight any potentially discriminatory practice to their line manager, human resources department or trade union/professional associations, ensure that they treat everyone with respect and consideration and attend relevant mandatory training.

Corporate governance:

High standards of governance are vital in healthcare organisations. Good governance sets the boundaries and structures in which we are able to function safely and provide the most effective care to our patients. We ask all employees to:

- Familiarise yourself with and apply Trust-wide and local policies, procedures and other formal instructions;
- Act within the scope of your authority and/or practice at all times. Limits of financial authority are set out in our Standing Financial Instructions;
- Undertake the statutory and mandatory training suitable to your role and maintain any relevant professional registration(s);
- Maintain accurate and timely records wherever required; and
- Notify the Trust if you identify any areas for improvement in any areas of corporate governance so that we can learn and improve.

Infection Prevention and Control

The prevention and control of infection is recognised as everyone's responsibility. All staff, bank workers, volunteers and contractors, both clinical and non-clinical are required to make every effort to maintain high standards of infection control in accordance with the Trust's Infection Prevention and Control Policy and The Health and Social Care Act 2008

Financial Management

Ensure that the Trust's funds are properly used, represent value for money and can withstand public scrutiny.

Where applicable, provide strong budget management for the defined area of management responsibility and monitor expenditure against those budgets.

Act within Standing Orders and Standing Financial Instructions of the Trust.

Health, Safety and Security

Meet Health and Safety legislation and move towards an environment where health and safety considerations are firmly embedded in the planning and decision-making processes and the 'culture' of own area of responsibility.

Promote, monitor and maintain best practice in health, safety and security

All individuals have a responsibility, under the Health and Safety at Work Act (1974) and subsequently published regulations, to ensure that the Trust's health and safety policies and procedures are complied with to maintain a safe working environment for patients, visitors and employees. All staff have a duty to protect their own health and safety and that of others persons who may be affected by their acts or omissions.

In addition, managers have specific responsibilities relating to health and safety activities including consenting to breaches; conniving to breach legislation or neglecting their duties under the legislation. Trust's objectives in accordance with the Trust's risk management strategy and policies.

Policies

The duties and responsibilities of the post will be undertaken in accordance with the policies, procedures and practices of the Trust, which may be amended from time to time.

Patient Safety is a key priority for the Trust. It is your responsibility to ensure that you are fully compliant with SECAMB policies and procedures in respect of patient safety, for example Risk Management, Infection Prevention and Control, Safeguarding children and vulnerable adults.

Confidentiality / Data Protection / Freedom of Information:

Individuals (including volunteers, contractors and temporary workers) must maintain the confidentiality of information about patients, staff and other health service business in accordance with the Data Protection Act 1998. Individuals must not, without prior permission, disclose any information regarding patients or staff. If any individual has communicated any such information to an unauthorised person that individual(s) could be liable for disciplinary action which could result in dismissal. Moreover, the Data Protection Act 1998 also renders an individual liable for prosecution in the event of unauthorised disclosure of information.

Following the Freedom of Information Act (FOI) 2005, individuals must apply the Trust's FOI procedure.

In addition, managers have specific responsibilities to ensure that their staff maintain the confidentiality and security of all information that is dealt with in the course of performing their duties it is in accordance with the requirements of the Data Protection Act 1998 and the principles of Caldicott. Managers should also ensure that their staff are aware of their obligations under legislation such as the Freedom of Information Act 2000; Computer Misuse Act 1990, and that staff are updated with any changes or additions relevant to legislation.

Review

This document provides an outline of the main responsibilities of the post. It is not intended to be an exhaustive list of duties. Its content will be subject to regular review in conjunction with the post holder.

| | | |
|----------------|-----------------------|------------|
| Date Reviewed: | | |
| Reviewed By: | Manager: Dean Rigg | Signature |
| | Post holder: | Signature: |

PERSON SPECIFICATION

| <i>Factors</i> | <i>Essential</i> | <i>Desirable</i> | <i>Assessment</i> |
|---|---|--|--|
| | <p><i>The essential criteria are those which the role cannot operate without.</i></p> | | <ul style="list-style-type: none"> • <i>Application Form (App)</i> • <i>Interview (I)</i> • <i>Assessment (Ass)</i> |
| <p>Qualifications/ Training What should the candidate have already attained?</p> | <p>A registered nurse or paramedic, with at least two years' face-to-face clinical experience.</p> <p>A Minimum of three GCSE's or 'O' Level qualification, Grade C and above or the equivalent qualification including GNVQ, NVQ level 2.</p> <p>Demonstrates a proven track record as an NHS Pathways Clinician, delivering consistently compliant audit scores.</p> <p>NHS Pathways Coach's Qualification with a minimum of 6 months coaching experience. Or, NHS Pathways Trainer Qualification with a minimum of six months training experience.</p> | <p>Mentorship/coaching/education qualification</p> | <p>Application</p> |
| <p>Knowledge What particular knowledge should the candidate already have?</p> | <p>Good working knowledge of the wider NHS structure and agenda.</p> <p>Detailed working knowledge of operational processes in telephone triage.</p> <p>In depth knowledge of NHS Pathways systems and principles of telephone triage.</p> <p>Technical knowledge of Computer Aided Dispatch, telephony system, voice recorder, GRS, and admin systems to enable first line support to direct reports before escalation to IT support.</p> | | <p>Application and Interview</p> |

| | | | |
|--|--|---|----------------------------------|
| <p>Experience What previous type of experience should the candidate have?</p> | <p>Able to demonstrate a minimum of 6 months experience in using NHSP to a compliant level.</p> <p>Excellent understanding of the ambulance service and Emergency Operations Centre (EOC) Environment.</p> | <p>Experience as a first line supervisor, and ability to effectively manage performance related issues and provide a supportive and open environment for staff to meet their full potential.</p> <p>Experience in making effective decisions in a high-pressured environment.</p> <p>Experience of working within an environment where multiple patients' needs are met according to clinical priority.</p> <p>Experiences of providing telephone advice, leadership and support.</p> | <p>Application and Interview</p> |
|--|--|---|----------------------------------|

| | | | |
|--|--|--|--|
| <p>Skills What particular skills should the candidate already have?</p> | <p>Confident to work independently and make own clinical judgements.</p> <p>Effective self-management, e.g. self-starter, demonstrates ability to effectively time manage and able to deliver against set objectives and deadlines.</p> <p>Good keyboard and computer skills. Excellent communication and listening skills.</p> <p>Verbal communication skills that enable effective communication with patients and colleagues over the telephone.</p> <p>Ability to multi task and prioritise existing workloads using a methodical and systematic approach to work.</p> <p>Able to demonstrate the following qualities/abilities:</p> <ul style="list-style-type: none"> • Able to remain calm under pressure. • Being assertive whilst appropriately Empathetic. • Tact and diplomacy. • Work independently and as part of a Team. Provide supervisory support to junior colleagues. • Highly organised and priority conscious <p>Working knowledge of Health & Safety relating working with computers, clinical governance and diversity at work.</p> <p>Ability to work within a new and developing role and take on new responsibilities, where there are opportunities for development and progression, which may be challenging due to uncertainties.</p> <p>Highly practiced in advanced sensory skills required for telephone triage (recognition of non-verbal cues and relevant background noise) where active listening, combined with the dexterity to use multiple IT systems is required.</p> <p>Demonstrates ability to be organised, innovative, supportive and decisive approach to work.</p> | | <p>Application and Interview</p> <p>Interview</p> <p>Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> |
| <p>Personal Qualities</p> | <p>Able to maintain frequent and prolonged periods of concentration due to nature of work</p> | | <p>Application and Interview</p> |

| | | | |
|--------------|--|--|---------------------------|
| | Demonstrate a positive approach to work and continuous improvement of processes. | | |
| Other | <p>Able and willing to travel between sites for work purposes.</p> <p>Able to undertake further training/development as necessary.</p> <p>A commitment to quality & personal excellence in all areas of work.</p> <p>Ability to use reflective practice and participate in peer review.</p> <p>A commitment to and evidence of Continuous Professional Development.</p> <p>Patient experience and clinical care quality focused.</p> | | Application and Interview |

NOTE: Candidates should meet all the essential criteria if they are to be shortlisted

| | |
|----------------|--|
| Date Reviewed: | |
| Reviewed By: | |