

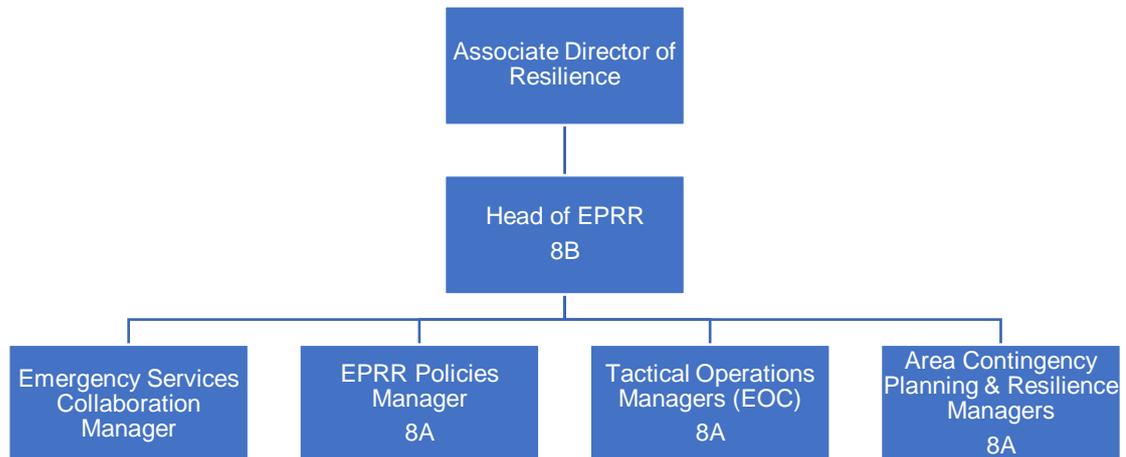


JOB DESCRIPTION

1. Job Details	
Job Title:	Emergency Services Collaboration Manager
Pay Band:	Band 8a Indicative
Reports to (Title):	Head of EPRR
Accountable to (Title):	Associate Director of Resilience
Responsible for (Title/s):	Trust staff seconded to Collaborative Projects
Location/ Site/ Base:	As Agreed
2. Job Purpose	
<p>To provide professional leadership, vision and direction for the Emergency Services Collaboration Programmes (ESCP), responsible for leading on and supporting the development of projects and initiatives to meet the opportunities identified by Trust Executives, Regional Operations Managers, Other Senior Managers, Emergency Service Collaboration Programmes (ESCP) and other agencies.</p> <p>The Post Holder will represent the Trust and the wider ESCP's at local, regional and national events, including, where required to deliver presentations and reports on the work of the Trust and to act as the initial point of contact for all aspects of collaborative working, ensuring that the requirements to collaborate are complied with in accordance with relevant legislation and NHS Standards including the Civil Contingencies Act 2004 and the Policing and Crime act 2017. This includes ensuring compliance with the Trust's clinical governance and change management procedures. Operating as the initial point of contact for the Trust on all aspects of Emergency Services Collaboration, the postholder is responsible for ensuring a coordinated approach that is responsive to the needs of the organisation and partner agencies</p>	
3. Role of Department	
<p>The Department is responsible for the receipt, assessment and coordination of activities involving collaboration with other Emergency Service Agencies. Leading on compliance with any requirements under the Trusts governance structures, Policing and Crime Act 2017 (legal duty to collaborate) and other forums such as Emergency Service Collaboration Groups. This work includes operational activities</p>	

such as other emergency services responding to Ambulance emergency calls (Co-Responding), Joint Response initiatives with the Police and supporting other Trust departments in collaboration activities.

4. Organisation Chart



Duties & Responsibilities

- To be directly responsible for overseeing the delivery of all clinical and non-clinical KPIs within the ESCP's and other projects.
- To exercise autonomous decision making and judgement at the level appropriate to the role, in line with agreed Trust policies and procedure.
- To communicate with and deliver information, including messages which may be contentious and/or sensitive, to all levels of staff in the Trust, Commissioners, Senior Managers and staff of other stakeholders. This will involve presenting to small and large groups, internally and externally in what can be difficult, hostile or emotive environments.
- To present and explain to the media, the general public and other bodies both the Trust position and the collaborative position on a range of topics in order to manage public expectation and protect reputation.
- To liaise with all relevant areas of the Trust on issues as the Trust lead for emergency service collaboration.
- To work, closely with all internal and external stakeholders to ensure that, the working practices of the Trust and ESCPs meet the needs of the local health economy, the wider population and compliance with Central Government direction. This will involve planning programmes of work that will impact across agencies and will necessitate collaboration with relevant Trust managers to

ensure that impacts on the formulation or amendments to Trust policies, plans and strategies align.

- To maintain strong relationships with the local Emergency Services, CCGs, NHS trusts and other organisations as part of ESCP to ensure effective working and developing shared initiatives for the benefit of patients and the public whilst ensuring that service governance processes are complied with.
- To have a full working knowledge of other organisations involved in Collaborative activities and relate this to the needs of both the Trust and the general population. This knowledge will include incident plans.
- To develop, agree, implement and maintain complex multi-agency strategic documents including Memorandums of Understanding (MoU) and monitor these. This will involve ongoing assessment for effectiveness and a requirement to prepare and present appropriate change proposals.
- To ensure partner agencies that provide a clinical response on behalf of the Trust are fully compliant with Trust standards of clinical care, relevant standards of training and use of medicines and consumables
- To have regular engagement meetings with staff and other operating managers within the Trust to ensure that consistency in approach exists between teams.
- To oversee and sign off unbiased investigations both internal, including high level investigations that may refer to a direct team member, and external, when required, ensuring they have been completed within timeframe and working alongside the Trusts Professional Standards Team, HCPC and other external stakeholders as required. To chair disciplinary and capability hearings in line with service policies and procedures.
- To undertake any bullying and harassment investigations as requested by the Associate Directors/Head of EPRR and/or the HR department working alongside the Trusts Professional Standards Team, HCPC and other external stakeholders as required.
- To ensure that investigations, DIF1s are undertaken in line with the trusts timeframe targets.
- To develop and implement reports using the agreed service systems to create statistical reports regarding performance of ESCP and other collaborative initiatives at an agreed frequency. This will entail research evaluation, analysis, comparison and interpretation of complex data that will need to be prepared, presented, and disseminated to agreed stakeholders.
- To keep all relevant qualifications valid and to complete updates of related short courses as necessary.

- To liaise with Emergency Service agencies to create and develop emergency and resilience plans, as well as being responsible for ongoing changes, updates and reviews. To include other internal departments, external agencies and stakeholders.
- To form part of an on call rota ensuring 24 hour 7 day a week cover supporting Operational Team Leaders, supporting or acting as a Tactical Commander and supporting Strategic Commanders. With the ability to function in an Operational or Tactical Role as required.
- To promote and advocate education and development in the post holders area of responsibility with workforce development plans, promote and advocate education and development in their area for all learners including the development monitoring and effectiveness of Fire Service Trainers as part of the Immediate Emergency Care Responder (IECR) scheme
- To develop and implement those initiatives and projects with other emergency response partners that will improve patient care and outcomes.
- Develop and implement appropriate plans, policies and procedures to support how the how ESCP's work to deliver shared initiatives, undertaking appropriate monitoring and a range of audits to ensure effective application and review.
- To develop new and innovative ways of working with our partners agencies that will directly improve patient care and outcomes. To ensure these are implemented appropriately through Trust governance systems.
- To participate regularly on Trust wide policy working groups to propose, evaluate and formulate new and/ or existing policies that affect Trust wide disciplines and ensuring potential impacts on ECSP's are identified and appropriately considered
- To demonstrate the values of the trust and embed them into the team working ethos.
- To be a registered Paramedic or Nurse and to have direct responsibility for the clinical care of patient in line with current clinical guidelines and best practice, when undertaking operational or response duties.
- To maintain capability as a Response Capable Individual, and respond to all call categories when closest response in line with the Trust Standard Operating Procedure. Ensure compliance with trust standards and approved training.
- To provide support in person or remotely to operational staff from other organisations that respond on behalf of the Trust.
- To maintain a close working relationship with clinical development to ensure that all requirements for training are considered for key skills development.

- To ensure all mandatory training and key skills are undertaken in line with Trust requirements
- To monitor and ensure compliance with Trust mandatory training requirements by partner agencies who respond on behalf of the Trust
- To work with external stakeholders to build and implement specialised care programmes and packages of care in accordance with Trust and other governance requirements.
- To collaborate with the Medical directorate to support clinical trials, and undertaking regular equipment testing, arranging appropriate servicing/replacement as required.
- To ensure that all staff and those that respond on behalf of the Trust follow Trust or equivalent, safeguarding processes.
- This role is a uniformed post and there will be a requirement for the postholder to wear uniform whilst in an operational setting, when representing the trust and when engaging with other staff.

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 Service NHS Foundation 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. As a member

of the senior leadership team/ management team, the post-holders is expected to take responsibility for embedding equality and diversity in their work and areas of management responsibility. This will include leading on specific E&D related work streams and ensuring that the Trust is compliant with the appropriate equality legislation.

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 other 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.

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:	Signature
	Postholder:	Signature:

PERSON SPECIFICATION

<i>Factors</i>	<i>Essential</i>	<i>Desirable</i>	<i>Assessment</i>
	<i>The essential criteria are those which the role cannot operate without.</i>		<ul style="list-style-type: none"> • Application Form (App) • Interview (I) • Assessment (Ass)
Qualifications/ Training What should the candidate have already attained?	<ul style="list-style-type: none"> • Registered Paramedic or Nurse • Masters Level study or equivalent experience • C1 Driving Licence • Blue Light Driving Qualification • Level 5 Management Study 	<ul style="list-style-type: none"> • NARU approved Tactical Commander Qualification • NILO Qualification • Project Management Qualification • JESIP awareness course attendance 	
Knowledge What particular knowledge should the candidate already have?	<ul style="list-style-type: none"> • Have sufficient knowledge gained through experience to work autonomously. • Knowledge of and ability to interpret and apply relevant legislation and NHS Guidance to Emergency Services Collaboration • Extensive knowledge of how other Blue Light Partners operate, their strategic vision and aims in areas that relate to the Trust • Knowledge and understanding of external stakeholders Democratic and Political arrangements including Local Authority and Police and Crime Commissioner Structures and how this affects both the Trust and Collaborative Activities • Clinical knowledge through experience as a Registered Nurse or Paramedic that will be applied to areas of Emergency Services Collaboration • Knowledge of relevant operational, tactical and strategic response plans and procedures in both Trust and wider Multi-Agency environs 		

<p>Experience What previous type of experience should the candidate have?</p>	<ul style="list-style-type: none"> • Experience in relevant discipline(s) to Emergency Services Collaboration • Experience of previous multi-agency working within and external to the NHS • Experience of leading the provision of emergency care • Experience of implementing widespread change to operating procedures in both a Trust and a multi-agency environment • Experience of responding to emergency calls including multi-agency incidents 		
<p>Skills What particular skills should the candidate already have?</p>	<ul style="list-style-type: none"> • Ability to build and maintain relationships with Emergency Services and other stakeholders • Ability and confidence to participate in media interviews and present to large groups on topics, including in public forums • Highly developed interpersonal and communication skills, with the ability to use influencing and negotiation skills to effectively collaborate with senior partners from other organisations who may not always be in agreement with Trust viewpoints • Able to educate and advise non NHS partners on best practice for managing medical devices and clinical consumables with regard to CQC and other Health Regulator requirements • Comprehensive understanding of current and potential challenges to the Trust, wider NHS and ESC partners including finance and resourcing • Ability to interpret complex information and provide direction to staff at all levels to achieve success • Ability to interpret complex sensitive or contentious information, including clinical research and present this in appropriate formats adapting to a range of stakeholders as required. • Ability to implement strategies, develop plans, policies and complex documents including Memorandums of Understanding, Business cases and present these at a strategic level, 	<p>Media training and awareness</p>	

	<p>which require prolonged, intense concentration</p> <ul style="list-style-type: none"> • Ability to manage large scale pieces of work driven from a national agenda such as JESIP • Ability to manage and monitor a range of tasks and staff daily to meet organisational requirements. • Ability to respond to emergency calls in a variety of roles as required <ul style="list-style-type: none"> • Clinical • Commander • Adviser • Monitoring and competence assurance 		
Personal Qualities	<ul style="list-style-type: none"> • Displays behaviours that always reflect the Values of The Trust. • Highly motivated and driven approach. • Has a degree of integrity/role model. • Ability to work under pressure and to tight timelines. 		
Other	<ul style="list-style-type: none"> • Participate in the Tactical Advisor On Call Rota. • 		

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

Date Reviewed:	
Reviewed By:	