

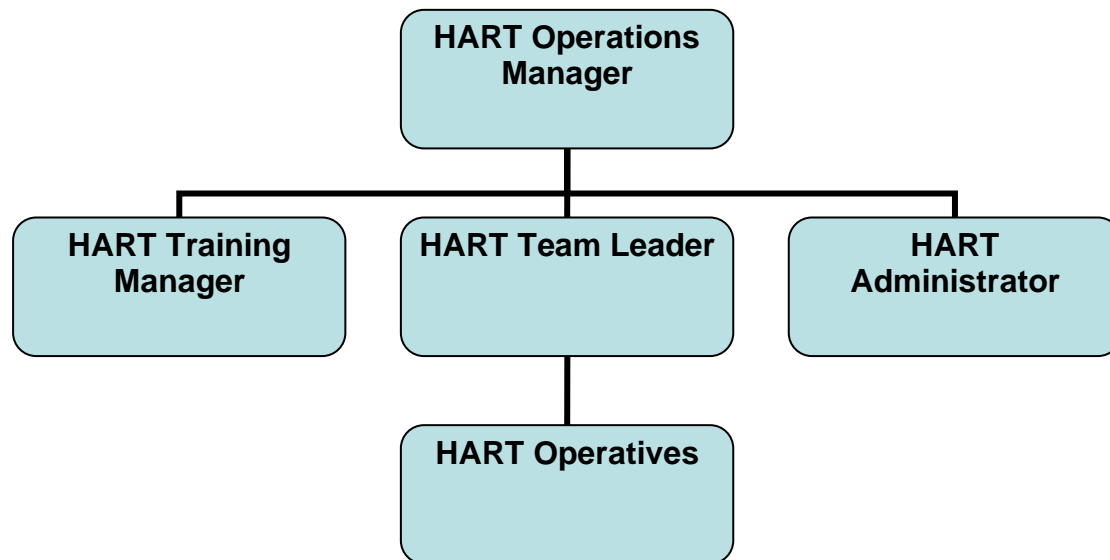


JOB DESCRIPTION

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| 1. Job Details | |
| Job Title: | HART Team Leader |
| Pay Band: | |
| Reports to (Title): | HART Operations Manager |
| Accountable to (Title): | HART Operations Manager |
| Responsible for (Title/s): | HART Operatives |
| Location/ Site/ Base: | Gatwick / Ashford HART |
| 2. Job Purpose | |
| <p>Reporting to, and acting on behalf of, the HART Operations Manager (HOM) when required the Hazardous Area Response Team (HART) team leader is directly responsible for all aspects of the delivery of patient care in the HART Operating Unit against national and trust standards, ensuring compliance against commissioning requirements. The post holder will promote the trust values, encouraging staff to continuously improve the care and clinical quality of the service they provide to patients, They will exercise autonomy, decision making, judgement and discretion, at a level appropriate to this role, delivering clear leadership and subject matter (HART) expertise by personally demonstrating the highest organisational, professional and personal standards in the best interest of patients and the Trust.</p> | |
| 3. Role of Department | |
| <p>The role of HART is to ensure that NHS paramedic care can be extended to ;</p> <ul style="list-style-type: none">• Patients within the inner cordon or 'hot zone; of an incident involving hazardous materials; including chemical, biological, radiological, nuclear and explosive (CBRN(e)) risks.• Patients at unrestricted height, within confined spaces and over unstable ground or collapsed structures.• Patients requiring water rescue (including rural and urban flooding, where deployment by boat or watercraft is required). <p>HART also provides the NHS component to the Special Operations Response (SOR) of a deliberate release of CBRN(e) event in-line with Home Office and department of Health emergency arrangements.</p> <p>Additionally HART provide paramedic care as part of the multi-agency response to incidents involving ballistics / firearms / improvised explosive devices (including working within the warm zone of ballistically unsafe environments).</p> | |

4. Organisation Chart

The organisation chart below shows the reporting and direct line responsibilities of a HART Team Leader.



5. Duties & Responsibilities

The purpose of the role is key in the delivery of clinical and non-clinical KPIs to the Respective Operating Unit Area.

The post holder will be responsible for leading, managing **and developing** a team of staff within the operating unit, ensuring their continued development and clinical competence.

The post holder will be responsible for all aspects of the job cycle relating to their team members, this will include a requirement to escalate to EOC related issues as required.

The post holder will be responsible for co-ordinating all aspects of Personal and Development Reviews within their own team and working alongside other operational team leaders and clinical mentors within the operating unit to ensure a consistent approach.

The post holder will be responsible for overseeing the delivery of high quality, effective clinical supervision programmes for clinical staff within their teams.

The post holder will be responsible for supporting the development of alternative care pathways to meet the opportunities identified by the Operations Manager. This includes ensuring compliance with the Trust's clinical governance and change management procedures

To attend incidents as a commander where necessary and appropriate.

To ensure delivery of appropriate patient care whilst constantly reviewing job cycle times within their team, working with a range of stakeholders both internal and external from the Trust to ensure that can be achieved.

To take responsibility, and reviewing performance of staff within their teams, both clinically and operationally, being able to produce performance improvement programmes as and when required.

To review the teams progress in relation to the KPI Scorecard on a monthly basis.

To support the development of tactical plans, when required within the operating unit for pre-planned incidents or areas that may attract high numbers of public attendance.

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| To perform unbiased investigations when required, whilst working alongside the trusts professional standards team, the HCPC and other internal / external stakeholders as required. |
| To utilise the trust ICT systems to produce information upon request from the operations manager and accurately report on team and individual performance working within the operating unit. |
| To ensure that staff receive development through the PADR processes and ensure the delivery of local mandatory training such as key skills or any other CPD events. |
| To maintain own professional standards and learning, making sure they are up to date with mandatory training and attend any relevant training days. |
| To ensure staff are up to date with changes in policy and procedures and that they are adhered to. To also recommend improvements to policy that directly effects their team and the wider Trust. |
| To create reports on team performance using agree service systems. |
| To be responsible for the day to day management of the team including sickness absence management , return to work interviews, performance management , promotion of positive employee relations and appraisals etc. |
| To liaise with Operational / Training Managers regarding the placement and allocation of new/trainee staff. |
| To lead on and support their team in Practice Education for all learners, including student paramedics |
| To have regular engagement meetings with their team members, ensuring that workforce development plans are appropriate thus continually updating the plans to ensure they are current and meet the services values and requirements. |
| To maintain working relationships with local NHS trusts ensuring that patient handover processes have a clear and prompt procedure for all clinical grades within the trust. |
| To perform an operational commander role at an incident as required once training has been given to perform this as per the EPRR guidance. |
| To ensure that all team members are performance and absence managed appropriately through the Trust policies and procedures. |
| To promote and embed the vision and values of the Trust into their leadership style; to act as a role model and to ensure that all team members have a knowledge of them and promote and act in accordance with the trusts vision and values . |
| Self-roster clinical shifts and duties to work with all team members as a minimum of twice per year on front line shifts to ensure clinical competence and feedback given. |
| To review patient report forms for all team members to ensure that minimum data sets are being complete and regular feedback is given as required. |
| To review IRW-1s and informal complaints, ensuring that they are completed in an appropriate time frame and any learning points are implemented in a timely manner. |
| To ensure all staff are compliant with the trusts safeguarding procedures. |
| To support staff in role changes, making sure they receive appropriate induction into their role and probation meetings when necessary. |
| To carry out welfare checks regularly on staff members where necessary and appropriate, including those who have been exposed to traumatic circumstances. |
| To be the responsible signature to operational team leaders and administration staff timesheets, mileage claims and expenses as required. |
| To progress and support staff recruitment and induction as appropriate in accordance with the Trust policies and procedures, including shortlisting , interviews and internal reference forms for direct reports. |
| To respond to confirmed cardiac arrest calls when closest response or requested by staff on scene. |

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| To inform and update the estates department of any estates issues outstanding. |
| To ensure that all mandatory training and keys skills have been undertaken by self and direct team members. |
| To be able to plan key skills days both in terms of content and in making sure that staffing levels are adequate for training to go ahead in conjunction with HART Operations / Training manager. |
| Assume direct first line management for their designated team in accordance with the current National HART Service Specification and Trust Policies. So as to ensure a safe, effective response to incidents. |
| To ensure compliance with the current NARU Daily Shift Requirements and the SECamb HART Operational Shift Schedule. |
| To ensure mandated compliance is achieved in relation to the Dashboard and Daily Handover sheet within the specified time frame. |
| To ensure all vehicle and equipped is maintained in line with the designated vehicle loading list and designated asset management requirements. That ensure all vehicles, equipment & PPE is fully serviceable at all times. |
| To deliver clear leadership, by personally demonstrating the highest organisational, personals and professional standards. |
| Ensuring the health and safety of all HART Operative, Patients, Partner Agencies and that of other Trust employees. Through autonomous decision making, judgement and discretion, at a level appropriate to the role of a HART Team Leader. |
| To ensure the delivery of high quality, effective, clinical care associated to the environmental challenges of HART Operations, in isolation or through collaboration with other clinician within or external to the trust. |
| To support the development of best practice associated to the environmental and clinical skills, as defined with the current HART Service Specifications and Trust Policies & Procedures. Through direct encouragement and motivation of team members |
| To ensure delivery of appropriate patient care within their team, in line with the HART Service specifications & the HART Self Mobilisation Criteria. Through collaborative working with stakeholders both internal and external from the Trust. |
| To be the responsible signatory for staff timesheets, mileage, and expense forms, so as to ensure these are submitted in line with the trust policy. |
| To ensure the core team manning levels are maintained on a daily basis, by active monitoring the HART rota's and direct liaison with the Trust Scheduling Department. |
| To act on behalf of the HART Operational Manager as and when requested to do so. |
| Prepare correspondence; she/he will assist with the development of new strategies and initiatives. The post holder must be innovative in their approach to work and be prepared to find creative solutions to problems. |
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| Be required to undertake such other duties temporarily or on a continuing basis as may reasonably be required commensurate with this role. |
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| Must be prepared to travel to meetings off site and at other locations. |
| Must be prepared to work away from home and base station for extended periods of time (potentially at short notice) |
| Organise and manage the activities of the team ensuring the safe and efficient operation and compliance with all the relevant policies and procedures including the implementation of new practices. |

Monitor the driving standards of their team, through accident reports and complaints, providing guidance and support and where necessary refer to a qualified driving instructor. In liaison with the ACL, help ensure all staff within their team is competent in their role and are trained in the use of new equipment and techniques.

Lead the induction of new staff, following Trust-wide Induction Guidelines to ensure they are aware of all necessary procedures, policies and information to carry out their roles effectively and safely.

Manages MTFAs incidents in line with NARU service specification

Manages USAR incidents in line with NARU service specification

Provide clinical supervision, mentorship and support to all members of their team taking particular responsibility for developing and supporting students.

To take responsibility for risk management including undertaking risk assessments

Liaises with partner agencies and third parties re training and exercising

Develop and deliver training and education materials including associated supporting administrative documents for new and existing skill sets.

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.

As a member of the management team, the post-holder 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 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.

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| Date Reviewed: | | |
| Reviewed By: | Manager: | Signature |
| | Postholder: | Signature: |

PERSON SPECIFICATION

| <i>Factors</i> | <i>Essential</i> | <i>Desirable</i> | <i>Assessment</i> |
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| | <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? | <p>In depth knowledge of specialist area acquired through post graduate diploma level or equivalent experience.</p> <p>Evidence or recent on-going personal development</p> <p>Must have and maintain Registered Paramedic status or higher.</p> <p>Operational Incident Command qualification</p> <p>Confined Space Supervisor</p> <p>Water Incident Manager Qualification (DEFRA module 5)</p> <p>Radiation Protection Supervisor (RPS)</p> | Management Qualification(CMIL3 or equivalent or higher) | App / I |
| IKnowledge What particular knowledge should the candidate already have? | <p>Understanding of the background to and aims of HART provision and service delivery within commissioned requirements.</p> <p>Knowledge of HR systems</p> <p>Has broad knowledge of local and national NHS, social care and voluntary sector structures.</p> <p>Knowledge and competency in using IT/PC's and business software databases.</p> | | App / I / Ass |

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| <p>Experience What previous type of experience should the candidate have?</p> | <p>Registered Paramedic with a minimum of three years post registration experience.</p> <p>Qualified HART Operative with a minimum of two years in post experience</p> <p>Experience of managing staff successfully, engaging them in strategic direction and delivery plans, establishing clear work priorities with them, delegating effectively, ensuring a capability to deliver, monitoring performance and giving feedback.</p> <p>Evidence of strong communication skills.</p> <p>Evidence of successful, constructive collaboration with internal and external partners</p> | <p>Designing and delivering training</p> | <p>App / I / Ass</p> |
| <p>Skills What particular skills should the candidate already have?</p> | <p>Ability to communicate sensitive information to patients.</p> <p>Proven ability to make judgements involving complex facts or situations which require the analysis, interpretation and comparison of a range of options.</p> <p>Evidence of understanding and insight into HR and wellbeing issues.</p> <p>Ability to think and plan tactically and creatively, prioritising work programs in the face of competing demands.</p> <p>Leadership and influencing skills with the ability to enthuse, motivate and involve individuals and teams, and have them understand organisation and team performance expectations.</p> <p>Sound political judgement and astuteness in understanding and working with complex policy and complex operational</p> | | <p>App / I / Ass</p> |

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| | <p>environments.</p> <p>Demonstrated research and analytical skills with the ability to solve complex problems.</p> <p>Strong interpersonal skills including motivational, negotiating, relationship building and influencing skills.</p> <p>Mentoring / Coaching qualification</p> | | |
| Personal Qualities | <p>Excellent inter-personal and communication skills with good listening skills.</p> <p>Ability to work autonomously and make decisions that deliver against quality and performance measures.</p> <p>Ability to work under pressure and deal with emotional situations with compassion and care.</p> <p>High level of work organisation, self-motivation, drive for performance and improvement, and flexibility in approach and attitude.</p> <p>Strong sense of commitment to openness, honesty and integrity in undertaking the role.</p> | | I / Ass |
| Other | <p>Ability to travel between sites for work purposes</p> <p>Meet ongoing physical fitness standards</p> | | I |

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

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