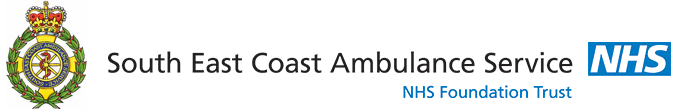
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JOB DESCRIPTION

# JOB TITLE: Operational Manager

**AFC BAND:** Band 8a (Indicative)

**HOURS:** 37.5

**DIRECTORATE:**  Operations

**DEPARTMENT:** Operations

**ACCOUNTABLE TO:** Regional Operations Manager

**RESPONSIBLE TO: Operating Unit Manager**

**BASE:** Respective Operating Unit

**MAIN PURPOSE OF THE JOB**

* The post holder will be responsible for leading and managing a group of operational team leaders ensuring that each team delivers their KPIs.
* The post holder will be responsible for promoting and working to the visions and values of the Trust, ensuring that all staff within the operating unit understand and embed them into their working practice.
* The post holder will be responsible for providing clear direction to the operational team leaders to ensure that the local health economy needs are met, whilst maintaining a working knowledge of the constraints budget may place on this.
* The post holder will be responsible for holding to account of clinical team leaders and their requirement to ensure that all PADRs, IWR-1 investigations, sickness reviews and key performance indicators are completed in an appropriate time frame.
* The post holder will be responsible for supporting the development of alternative care pathways to meet the opportunities identified by the Operating Unit Manager and wider NHS within their operational area. This includes ensuring compliance with the Trust’s clinical governance and change management procedures

**RESPONSIBILITES**

* To be directly responsible for overseeing the delivery of all clinical and non-clinical KPIs within their teams, reporting and acting on behalf of the operating unit manager when required.
* To Exercise autonomous decision making and judgement at the level appropriate to the role, in line with agreed Trust policies and procedure.
* To be able to deliver information to large staff groups and/or other stakeholders that at times may be contentious or sensitive.
* To work closely with all internal and external stakeholders to ensure that the working practices of the operating unit meet the needs of the local health economy.
* To have a full working knowledge of large areas and events that will attract large numbers of people within their operating area, this knowledge will include incident plans.
* To oversee and sign off unbiased investigations when required, whilst ensuring that they have been completed within timeframe and working alongside the trusts professional standards team, HCPC and other external stakeholders as required.
* To perform high level investigations that may be referring to a direct team member, ensuring that they have been completed within timeframe and working alongside the trusts professional standards team, HCPC and other external stakeholders as required.
* To perform sickness reviews on their own team members in line with service policies and procedures
* To maintain accurate records of staff and team performance being able to deliver this information to the operating unit manager and/or regional operations manager responsible for that area as and when required.
* To use the agreed service systems to create biweekly statistical reports regarding all areas of team performance
* To chair disciplinary and capability hearings in line with their standing within the service policies and procedures.
* To complete, or hold, a level 6 management qualification. To keep this qualification valid and to complete updates ot related short courses as necessary.
* To be responsible for monthly testing and necessary adjustments regarding Omnicell drug protocol procedures
* To liaise with local agencies to create and develop site specific 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 undertake any bully and harassment investigation as requested by the operating unit manager and/or the HR department working alongside the trusts professional standards team, HCPC and other external stakeholders as required.
* To develop operational team leaders through the PADR processes and follow up meetings in line with service policies and procedures, whilst holding the accountability for 100% completion where appropriate of all team members.
* To have regular engagement meetings with their team members, ensure that workforce development plans are appropriate thus continually updating the plans to ensure they are current and meet the services values.
* To maintain strong relationships with the local CCGs and other NHS trusts to ensure effective working and developing new pathways which ensure that the service governance processes are complied with.
* To form a Bronze on call rota ensuring 24 hour 7 day a week cover supporting operational team leaders. Bronze responsibilities take form in attending major incidents as well as incidents of emotionally traumatic circumstances.
* To have regular engagement meetings with staff and other operating managers within the operating unit to ensure that consistency in approach exists between teams.
* To demonstrate the values of the trust and embed them into the team working ethos.
* To hold to account the operational team leaders that investigation, IWR-1s and absence management is undertaken in line with the trusts time frame targets.
* To be the responsible signature to operational team leaders and administration staff timesheets, mileage claims and expenses as required.
* To support the recruitment department when required to complete interviews and internal reference forms for direct reports.
* To respond to confirmed cardiac arrest calls when closest response or requested by staff on scene.
* To inform and update the estates department of any estates issues outstanding.
* To maintain a close working relationship with clinical development to ensure that all requirements for local training are considered for key skills development.
* To ensure that all mandatory training and keys skills have been undertaken by self and direct team members.
* To working with external stakeholders to build and implement specialised care programmes and packages of care.
* To work alongside the clinical directorate to support clinical trials, and undertaking equipment testing as required.
* To ensure that all staff follow the service safeguarding processes.

**KEY RELATIONSHIPS**

These will include, but not be restricted to:

* Operating Unit Manager
* Learning and Development Department
* Clinical Standards Department
* Human Resources Department
* Infection Control Team
* Risk and Safety Department
* IT Department
* Scheduling Managers/department
* EOC
* Health Care Professional Council
* Clinical Commissioning group
* Education and Development
* Professional Standards

**CORPORATE RESPONSIBILITIES**

**Corporate Governance:**

Provide strong leadership to staff within the defined area of management responsibility.

Maintain good corporate and clinical governance arrangements, including risk management.

Embrace high standards of employment practice and act in accordance with the ‘Managers’ Code of Conduct’.

Promote the vision, values and goals of the organisation.

**Performance Management:**

Ensure that the Trust’s KPIs both clinical and non-clinical are met

Ensure that all members of the team are aware of their personal performance and how they can maintain and improve this, whilst holding accountability to the clinical team leader.

Act within the values of the trust.

**Health, Safety and Security:**

Manage health, safety and security issues in own area of responsibility.

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 legislation 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.

**Values:**

The Operating Manager will be required to demonstrate compassionate care in their daily work and adopt the 6 Cs - NHS values essential to compassionate care i.e. 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.

**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 operational 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.

**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 role brief reflects the principle duties of the post as identified at date of issue. It may be subject to amendment in the light of the changing needs of the service, and will be reviewed periodically in discussion with the post holder.

**PERSON SPECIFICATION**

|  |  |  |
| --- | --- | --- |
| **Knowledge, Skills & Experience** | **Essential** | **Desirable** |
| Must be and must maintain Registered Paramedic at degree level or equivalent experience | ✓ |  |
| Must have and retain a C1 driving licence | ✓ |  |
| Passion for Healthcare | ✓ |  |
| Appropriate Clinical additional Qualification |  | ✓ |
| Appropriate Management Qualification (level 5) or equivalent experience | ✓ |  |
| Passion for Clinical Development | ✓ |  |
| Working towards advance Paramedic |  | ✓ |
| Promote local geographic ‘ownership’ and community belonging and understanding of local health economy | ✓ |  |
| Ability to build relationships with local clinicians outside of the Trust | ✓ |  |
| Ability to provide and receive highly complex information and be able to communicate this in multi-disciplinary situations. | ✓ |  |
| Have sufficient knowledge gained through experience to work autonomously. | ✓ |  |
| Ability to re-allocate tasks and staff on a daily basis to meet organisational requirements. | ✓ |  |
| Able to regularly run query reports and/or statistical reports using the trust ICT infrastructure. | ✓ |  |

**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 post holder in line with service needs and priorities.

Date Created: September 16