# SOUTH EAST COAST AMBULANCE SERVICE NHS FOUNDATION TRUST

**JOB DESCRIPTION**

JOB TITLE **Operating Unit Manager**

BAND 8b (Indicative)

DIRECTORATE Operations

LOCATION Respective Operating Unit

TO WHOM THE POSTHOLDER IS

RESPONSIBLE Regional Operations Manager

# THE MAIN PURPOSE AND RESPONSIBILITIES OF THE JOB

The post holder will be expected to be flexible and mobile across all Operating Units and EOC Operating Units on a periodic basis. It is anticipated that individuals will be asked to move in to a new Operating Unit or EOC Operating Unit on an approximate two year cycle.


# “The Operating Unit Manager role is at the heart of the operational delivery of the Trust. The manager must take responsibility for all aspects of delivery: staff, clinical and resources; to ensure the highest levels of care are provided to patients and the public within the Operating Unit.

**Working very closely with the EOC Operating Unit Managers, the OU Manager is accountable for delivery. Success will be monitored by the Operations Leadership Team who will support and guide the manager and will provide feedback of success or otherwise in the role.” – James Kennedy, Chief Operating Officer**

1. **ROLE SUMMARY Demand**
	* Understand and ensure full deployment of demand forecasting and profiling, taking account

of all factors affecting demand in the Operating Unit.

* + Working alongside the Commissioning team to create and develop relationships with local service Commissioners and Service Providers enabling the development of initiatives for service change and growth.
	+ Ensure comprehensive monitoring and analysis of actual demand vs. forecast.
	+ Delivering service change and realising development opportunities to shape services around the particular needs of the Operating Unit area.
	+ Provide the operational point of contact for:

o Acute Hospitals

* + - Clinical Commissioning Groups
		- Partnership Trusts
		- Social Services
		- Police/Fire/Coastguard and other emergency providers
		- Other Health and Social Service providers

# Supply

* Ensure rotas are fit for purpose, match demand and deliver changes when needed.
* Produce an effective 12 month rolling staffing plan for the Operating Unit and review to an agreed cycle.
* Agree a vehicle supply and replacement plan with the Head of Fleet and Logistics and Regional Operations Manager to ensure that the necessary vehicles of the appropriate type are made available to the Operating Unit in a timely manner.
* Working with Workforce Transformation and Finance directorates and the Fleet and Logistics Directorates, plan for and provide resources to meet identified business opportunities service improvements and developments.
* Overall responsibility for the premises and estate and for supplies and equipment, and their availability, within the Operating Unit working within Estates department guidance.
* Establish and maintain excellent working relationships with internal and external stakeholders.

# Operational Performance

* This is the key leadership role responsible for ensuring and maintaining the delivery of patient focused high performance service delivery in a designated Operating Unit.
* The post holder will have a continuing and ongoing responsibility for their Operating Unit.
* Responsible for delivering successful outcomes to any Business Continuity incidents within the Operating Unit area working with internal and external agencies as required
* Ensuring an effective relationship with EOC Operating Unit managers to deliver performance objectives.
* Deputise for the Regional Operations Manager as required
* Working through a team of three Operations Managers, each having an area of special responsibility and within a framework of Operational instructions, Standing Orders and other Operating Unit governance, the post holder will be responsible for the delivery of South East Coast Ambulance Key Performance Indicators for their Operating Unit, including but not exclusively:
* Co-ordinate provision of CFR and PAD sites.
* Participate in the On Call Silver Rota
* Attend incidents as Silver Incident Commander when called upon to do so, in order to:
	+ Provide Ambulance Service representation at multi-agency incidents requiring Silver management
	+ Provide Silver level communications with the Emergency Despatch Centre
	+ Provide Silver level input to the duty Gold manager where required
	+ Provide a Silver level Health Safety and Welfare to Trust staff and approved volunteers

# Clinical Performance

* Delivery of SECAmb Key Clinical Performance Indicators for respective Operating Unit.
* Ensuring the delivery of high quality clinical services which exceed local and national performance standards.
* Establish, monitor and maintain, in conjunction with the appropriate internal and external departments, clinical outcome and audit programmes to demonstrate clinical effectiveness and support research and personal development opportunities for all employees within the Operating Unit.
* Responsible for the implementation, operation and management of the Trust Medicines Management Policy within the Operating Unit.
* Monitor the clinical risk to the Operating Unit arising from delays within service delivery.
* With the appropriate Commissioning Directorate representative, engage local groups as defined above, to develop improved and new clinical service delivery systems and process opportunities.
* Ensure that effective Risk Assessments and Risk Management actions are in place, complying with the Trusts Risk Management Policy and liaising with the appropriate section of the Compliance Department, as required.

# Employee Welfare and Engagement

* Ensure the timely and effective implementation of all Policies and Procedures, participating directly at the appropriate level, as required.
* Ensure a timely and effective response to all complaints, clinical matters involving children and vulnerable adults, fraud, SIRI Incidents and near misses occurring within the Operating Unit area, and that lessons are learned and any changes are implemented, where shown to be necessary.
* Ensure the effective delivery of absence management in accordance with Trust Policies and Procedures.
* Ensure the timely delivery of performance reviews for all reporting staff.
* Ensure the timely and effective delivery of personal and clinical development needs of all direct reports, based on Personal Development and Review meetings.
* Take responsibility for employee welfare concerning such matters as (but not limited to): learning; development; leave; absence; counselling; trauma care.
* Manage own development needs as identified by Personal and Development Reviews.

# Economic Efficiency

* Operate to the agreed budget through monitoring the UHU and adjusting Unit Hour supply as required.
* Understand and positively manage the factors that contribute to and influence the cost per Unit Hour.
* Delivering all services within an agreed financial framework.
* Ensure that the Operating Unit meets agreed financial targets whilst delegating direct budget management to reporting managers as far as is practicable and ensuring delegated budgets are properly managed, resolving issues around overspend/underspend.
* Negotiate and agree an annual budget with the Associate Director of Service Transformation and Trust Finance Directorate.
* Assist the Regional Operations manager in preparing Business Plans.

# CORPORATE RESPONSIBILITIES

Corporate Governance: Provide strong leadership to managers and all staff within directorate. Contribute to the development of corporate policy and decision making activity. Actively contribute to the successful team working of the Trust Board and executive team. 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. Support the Trust by providing as requested, a media presence and informed comment to journalists.

Performance Management: Actively manage the budget for the directorate, ensure financial balance and provide the Associate Director of Operations with monthly reports on financial activity. Anticipate and take early actions to mitigate any financial imbalance. Ensure that the Trust’s funds are properly used, represent value for money and can withstand public scrutiny. Develop and agree budgets with direct reports and monitor expenditure against those budgets. Act within Standing Orders and Standing Financial Instructions 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 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.

Values: The Operating Unit Manager will be required to demonstrate compassionate care in their daily work and adopt the 6 C’s – 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 senior leadership 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 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 job description 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. The post holder is required to be highly flexible in terms of their current and future portfolio of work.

# KEY RELATIONSHIPS:

Employees

Operations Leadership Team Trade Unions

Clinical Commission Groups

Provider organisations and other key service user interfaces Voluntary and Community Organisations

Care Quality Commission

EOC

EOC Operating Unit Managers

# PERSON SPECIFICATION

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| **Person Attributes required on the basis of the Job Description** | Essential (E) or Desirable (D) |
| **Qualifications, Experience, Knowledge and Skills** |  |
| Educated to MSc/MA level in a leadership or business related discipline or equivalent professional experience. | E |
| Hold a BSc in Paramedic Science or Practice | D |
| HCPC registered paramedic or NMC Clinician | D |
| Experience of leading a graduate calibre clinical workforce – using a transformational and inclusive style | E |
| Experience of managing large budgets, typically in excess of £10m per annum | E |
| Experience of incident command i.e. acting as a Silver/Bronze officer | E |
| On-call obligation one week in six at Silver level. | E |
| Excellent professional understanding of Paramedic or Clinical practice | E |
| Must have and retain a C1 driving licence | E |
| Highly developed knowledge of Operations and the High Performance Model | D |
| Comprehensive experience of translating strategic goals into effective and achievable operational plans, and monitoring progress and outcomes. | E |
| High standards of written and oral communication | E |
| Strong commitment to team working and the overall success of the organisation | E |
| Strong ability to visually and verbally express all aspects of operational performance | E |
| Possess exceptional qualities of pride and ambition to make SECAmb the best ambulance service in the UK | E |
| Possess a recognised clinical qualification, and a clinical background. | E |
| In depth knowledge of professional standards and how this relates to the provision of mobile healthcare | E |
| Excellent understanding of NHS regulatory frameworks including (but not limited to) the CQC and NHSLA | E |
| Proficient in the use of Trust IT systems including MS Office suite; Outlook; SBS; Occupational Health referral; internet; intranet; sharepoint and Trust performance reports as examples | E |
| Demonstrable experience of successful project management and deployment | E |
| Excellent knowledge of the pre hospital and out of hospital care environments | E |
| Strong influencing and negotiating skills | E |
| Compassionate and caring approach with the ability to lead with credibility and authenticity | E |

**Reviewed/Approved by Joe Garcia, Executive Director of Operations, November 2017**