

Chief Paramedic Officer

Date: April 2024, v5

Who we are

South East Coast Ambulance Service works across a diverse geographical area of 3,600 square miles which includes densely populated urban areas, sparsely populated rural areas and some of the busiest stretches of motorway in the country. We employ over 4,000 staff over 110 sites with our Head Office in Crawley and over 90% of our staff care for patients either face to face or over the phone.

Purpose

Our work environment is demanding, high intensity and rewarding in equal measure and spans four Integrated Care Systems requiring a high degree of resilience and a commitment to collaborative working both within and outside the Trust.

As Chief Paramedic Officer you will provide expert leadership, professional advice, strategic clinical advice, and advocacy in consideration of matters regarding quality and safety matters relating to paramedicine.

A vital focus for the role will be the delivery of a positive culture across the Trust underpinned by our values.

Working with your Chief Medical Officer and Chief Nursing Officer colleagues, you will lead professional standards across the Trust and ensure paramedics, ambulance clinicians, AHPs and our managers and people have access to world-class training, education, and professional development.

As executive director responsible for Trust wide education and organisational learning you will define and embed our vision for excellence and evidence-based learning across all staff and leadership groups for training and education.

NOTE: the Trust is in a period of transition and has an ambition to establish clinical leadership for its delivery functions. As Chief Paramedic Officer you will champion and take an active leadership role in this future model.

What you'll do

Domain 1: Driving high-quality and sustainable outcomes

'The skills, knowledge and behaviours needed to deliver and bring about high quality and safe care and lasting change and improvement – from ensuring all staff are trained and well led, to fostering improvement and innovation which leads to better health and care outcomes.'

Provide critical challenge and support to the Chief Medical Officer and Director of Quality and Nursing in the delivery of clinical quality and service safety

Work closely with senior colleagues within the Clinical Triumvirate to provide strategic leadership to the prioritisation and planning of developments in the Paramedic, Medical, Nursing and AHP workforce, including the workforce planning process, recruitment and retention, career frameworks, talent management and succession planning, education and development

Shaping and using high quality clinical data to inform strategic planning and decision-making

Responsibility for professional leadership of paramedicine and affiliated health professional roles within the organisation, serving as an advocate for the continued development of the professions, their roles within the service and wider healthcare environment

Whilst working collaboratively as a triumvirate for the totality of the clinical portfolio, you will lead the inputs necessary for the paramedic workforce to be as effective as possible, including education, development, and supervision.

Establish and lead the Professional Practice and Career Council on behalf of the Clinical Triumvirate.

Lead engagement working with Executive colleagues with higher and further education institutions and other key stakeholders to promote partnership working, support innovation in education provision and ensure educational processes support the Trust's ambitions relating to diversity and inclusion

Collaborate with relevant system and sector leaders about workforce strategies and activities that have relevance for the present and future paramedic workforce of the Trust, and how paramedics could be deployed to complement and strengthen existing models of care.

To ensure that improvement activities translate into benefit for patients and staff and improve efficiency and patient and staff experience.

Domain 2: Setting strategy and delivering long-term transformation

'The skills that need to be employed in strategy development and planning, and ensuring a system wide view, along with using intelligence from quality, performance, finance and workforce measures to feed into strategy development.'


The Trust is in transition and its ambition is to move towards a more empowered workforce and embed clinical leadership throughout the organisation. It is anticipated that the senior triumvirate will eventually take a leadership role within service delivery. Therefore, you will need to have credible clinical skills and be prepared to engage with operational delivery during and lead it following the transition.

What it's like to work here

2023-24

Financial year:

 **1,100,718**
999 calls received

 **1,166,278**
111 calls received

 **760,949**
Incidents generated

 **648,238**
Incidents attended

 **15,360,280**
Miles driven

My personal commitment to 'Leading for Equality' is:

"to be completed by post holder"

NHS Board Level Leadership Competencies:

Setting strategy and delivering long term transformation

Leading for equality

Driving high quality, sustainable outcomes

Providing robust governance and assurance

Creating a compassionate and inclusive culture

Building trusted relationships with partners and communities

To work with the board and with executive team colleagues to facilitate a service improvement culture that leads to improved clinical outcomes, patient experience, and value for money.

Develop and maintain close working partnership with Executives responsible for delivery services and strategy to shape and deliver on the Trust's strategic ambitions.

Create an environment where paramedics see change as an essential element of healthcare, demonstrated through a quick and positive response in the face of the need for change.

Driving reform and supporting organisational change and uptake of initiatives that support excellence in clinical education and standards

Ensure that the Trust identifies examples of best practice in education to ensure that the Trust benefits from relevant innovations in the field, and developing and championing new initiatives or projects as necessary

Domain 3: Promoting equality and inclusion, and reducing health and workforce inequalities

'The importance of continually reviewing plans and strategies to ensure their delivery leads to improved services and outcomes for all communities, narrows health and workforce inequalities and promotes inclusion.'

Ensure the organisation and all Allied Health Professionals offer a major contribution to the health of the population and aim to reduce inequalities in service provision

Model the Trust's commitment to partnership values both internal and external, ensuring an inclusive and diverse approach to decision-making

To ensure that the development and delivery of services ensures health inequalities are addressed and provide proactive support and leadership on workforce inclusion.

To ensure that we nurture talent at all levels in the workforce and across all functions and actively aim to create a leadership structure across field delivery that is more representative to the gender and ethnicity of our workforce.

To have focus on improving the overall health of our workforce working with relevant executive colleagues

To be the Executive lead for one of our Trust staff networks

Domain 4: Providing robust governance and assurance

'The system of leadership accountability and the behaviours, values and standards that underpin our work as leaders. This domain also covers the principle of evaluation, the significance of evidence and assurance in decision making and ensuring patient safety, and the vital importance of collaboration on the board to drive delivery and improvement.'

Act as principal source of clinical advice in respect of paramedicine and AHP practice to the Board and Executive Team

Be the nominated responsible officer for all paramedics and affiliated allied health professional roles within the organisation and, where required, be a source of communication to and from the Health and Care Professions Council.

Contribute to the leadership of workforce planning and safe staffing assurance processes

Responsible for setting and managing significant financial budgets covering all functions of the directorate within foundation trust governance rules

Participate with Board colleagues in maintaining financial balance

Develop the overarching organisational education and training strategy encompassing clinical education, leadership development and workforce training

To support the Board and Chief Executive, as a key member of the executive team, in the discharge of their statutory duties and to ensure that all strategic and corporate objectives are met

Working with the CMO and DQN to embed clinical engagement and leadership in the management of the Foundation Trust

Ensure compliance and provide assurance in relation to external education inspections and regulators to support the delivery of all educational courses.

Domain 5: Creating a compassionate, just and positive culture

'The skills and behaviours needed to develop great team and organisation cultures. This includes ensuring all staff and service users are listened to and heard, being respectful and challenging inappropriate behaviours.'

Take a pro-active role in modelling the desired leadership behaviours to ensure the Trust creates and maintains the culture and conditions to empower people to work across organisational boundaries, in multi-disciplinary teams, in service of our strategic priorities and our patients

Establish and co-lead with the Chief Medical Officer and Director of Quality and Nursing, the delivery of plans to engage with our staff and support the Trust's ambition to be a Great Place to Work with an inclusive and positive culture, ultimately ensuring the aims of the Chief Executive Officer and the Trust are achieved

Lead the development and evaluation of our workforce training and development programmes to deliver innovative solutions to maximise the potential of all staff and our leaders.

Ensure appropriate provision of learning, coaching and development and education function

Domain 6: Building a trusted relationship with partners and communities

'The need to collaborate, consult and co-produce with colleagues in neighbouring teams, providers and systems, people using services, our communities, and our workforce. Strengthening relationships and developing collaborative behaviours are key to the integrated care environment.'

To represent the Trust externally and to work where appropriate with stakeholders to establish good working relationships with the local, and where appropriate national leads in HEIs, AHP leads and local clinical and quality leaders and the ICS

To develop relationships and communication with other chief paramedic and AHP leads to share learning and opportunities

To work in partnership with peers, leadership teams and regional stakeholders to deliver successful outcomes taking time to understand others' perspectives and objectives and using your skills to influence effectively

You will develop and maintain a strong working relationship with the Chief Allied Health Professions Officer (England) participating on behalf of the Trust in the Chief Paramedic Forum

To support the development with clinical and executive colleagues, transformational models of care in conjunction with our ICBs and the region

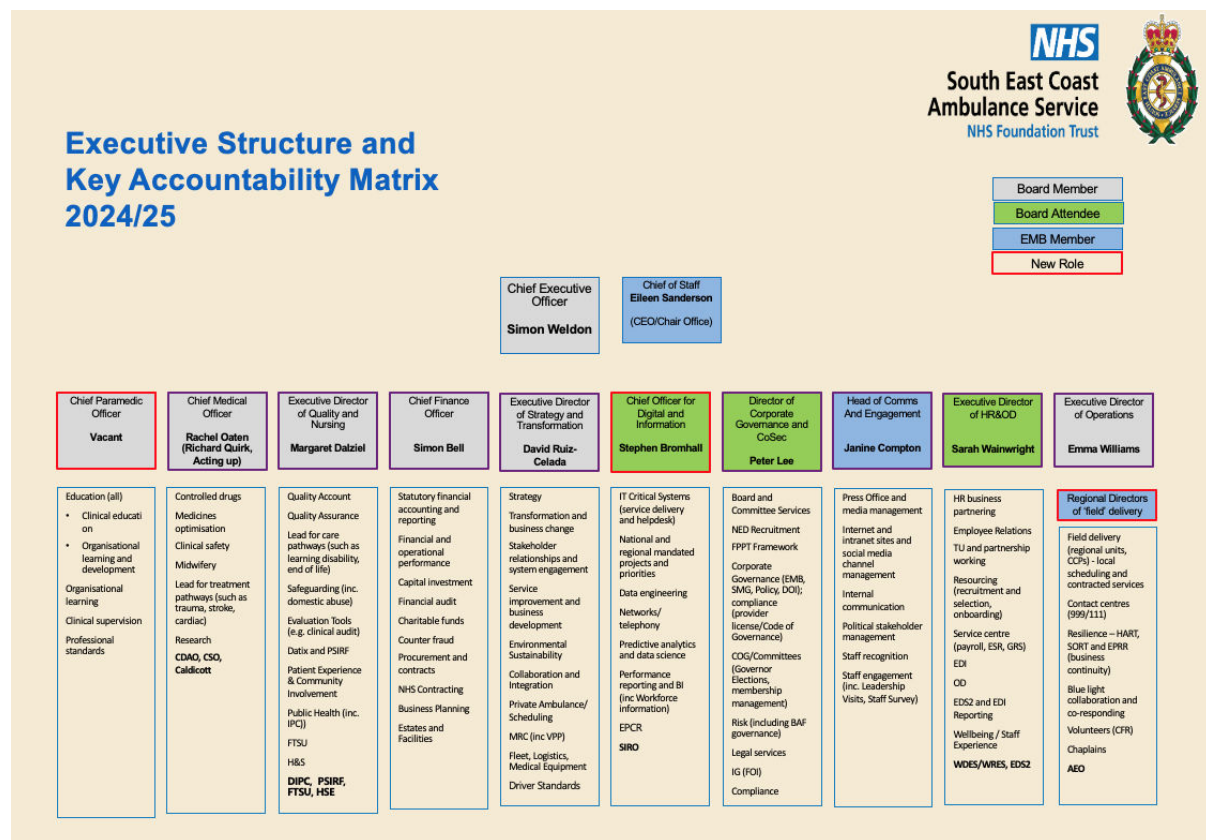
What you'll bring as essential

- Registered Paramedic professional
- Master's Degree
- Significant post registration experience and evidence of continuous professional development
- Robust understanding of the operation of a unitary Board with significant exposure to Board and sub-committee working
- Demonstrable experience as a senior leader delivery change and transition whilst maintaining high clinical and operational safety and standards
- A track record of direct responsibility for budgets and teams, adept at delivering high quality services whilst balancing service and financial pressures
- Experience of developing the services of an organisation to deliver long-term sustainable and customer focused provision
- Strong educational skills and an understanding of educational policy and research and deep understanding on how to effectively train, educate and effectively evaluate educational initiatives
- A supportive, nurturing, and facilitative approach to the portfolio that allows others to come forward and succeed

Key Outputs and deliverables in your first 12 months

- This a new role for the Trust and you will engage with your team to review and redesign the function Operating Model to establish and embed the work of the Directorate at the heart of the organisation
- Clinical and leadership education strategy
- Working with executive colleagues contribute to the shaping of the Trust's plans for the Trust's sustainable culture transformation programme and deliverables role-modelling collaborative and inclusive ways of working

Executive Roles and Key Accountabilities



Note: this is a new role, and you will lead your own team of senior leaders and their teams to deliver the work of the function.