

SOUTH EAST COAST AMBULANCE SERVICE NHS TRUST

ROLE BRIEF

Directorate:	Clinical Directorate
Job Title:	HART and Specialist Operations Manager
Indicative AfC Banding:	Band 7
Contract:	The post is offered on full-time basis
Responsible To:	HART Manager
Level of Accountability:	The post holder will work autonomously to agreed objectives in accordance with the Trust's IPDR process. There will be regular monitoring and review meetings – objectives will be set, but the post holder will determine how results are best achieved.
Base:	Tbc
Job Purpose:	<p>Responsible for the Management of the Ashford or Gatwick HART base.</p> <p>Line management of HART Team Leaders and support them to deliver the HART specification.</p> <p>Responsible for the operational readiness of the Trusts Specialist Operational Response Team (SORT) and Marauding Terrorist Firearms Attack (MTFA) teams within an agreed geographic footprint.</p> <p>Support and where necessary manage any new roles developed by the Trust to support the delivery of effective patient care within a specialist environment.</p>
Key Duties:	<p>Managing the HART base and staff employed by SECamb HART at the Ashford or Gatwick HART base.</p> <p>Responsible for ensuring compliance with all NARU Service Specifications, SECamb Trust Policies and Procedures, and Health and Safety and other legislation and guidance as required.</p> <p>Oversee systems that will ensure equipment is maintained to the required specification and any adverse or patient safety incidents are notified in a timely manner.</p>

	<p>Coordinate all aspects of the management of HART, SORT and MTFAs staff and resources; establish recording and filing systems for the programmes in accordance with both National and Trust policies.</p> <p>Via HART Team Leaders ensure the delivery of the Trusts annual key skills refresher programmes.</p> <p>Maintain records appropriately and in a timely manner. Support Team Members in their learning and working development and in exploring new ways of working.</p> <p>Respect all areas of confidentiality regarding employee's personal and professional documentation.</p> <p>Maintain and develop own professional development whilst evaluating own knowledge and practice.</p> <p>Maintain own competence in the subject area by regular engagement with professional guidance from DH, national HART leads and other relevant bodies of knowledge.</p> <p>Participate in the identification and investigation of poor quality issues, identifying contributing factors.</p> <p>Act within acceptable parameters as a Manager for the trust, having regard to the applicable 'Code of Practice' for the role, supporting equality and diversity, ensuring own practice is in accordance with Trust policies.</p> <p>Adhere to Trust policies, procedures and current legislation relating to own professional practice, both clinical and educational.</p> <p>Prioritise and organise own workload, in accordance with department objectives and be accountable for own professional actions whilst undertaking all duties within regulatory body guidance.</p> <p>Assist the HART Manager in the preparation and management of recruitment activities.</p> <p>At agreed times undertake clinical duties by agreement with the HART Manager and Operational Management teams to support organisational goals and maintain personal skills and competence in order to comply with HCPC audit.</p>
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	<p>Deliver direct patient care offering excellent clinical practice. When required provide specialist clinical and tactical knowledge and support within Hazmat/CBRN and USAR operations.</p> <p>Contribute to working groups across the Trust providing advice and guidance on education and training implications. Ensure that outcomes are shared with other directorates, as required and that policy and procedure changes are implemented.</p> <p>Contribute to national HART agenda and attend national meeting as required.</p> <p>Take necessary action in relation to risks in the workplace including supporting others to manage risks by recording risks/incidents in accordance with Trust policy.</p> <p>Act as a role model in promoting health, safety, and security. Challenge behaviour, which infringes the rights of others. Recognise the importance of people's rights and interpret them in a way that is consistent with Trust procedures and policies and legislation.</p> <p>Undertaken appraisals for HART Team Leaders and support Team Leaders undertaking reviews of HART team members in line with organisational developments and objectives and the KSF framework.</p> <p>Assist in evaluating the effectiveness of any changes and undertake surveys as and when required including participation in equipment trials.</p> <p>Participate in and support clinical audit activities as required.</p> <p>Act in a manner that supports the trust with compliance to Equality & Diversity legislation</p> <p>Deputise for HART Manager as and when required.</p> <p>Undertake any other work commensurate with the grade of the post.</p>
<p>Key Knowledge, Skills and Experience:</p>	<p>The post holder is required to have specialist knowledge acquired through relevant academic/theoretical study and practical training/experience to post graduate level</p>

	<p>or equivalent standard.</p> <p><u>Essential Work Experience:</u> 5 years operational paramedic experience.</p> <p>Proven experience as a Manager</p> <p>Evidence of partnership and multi agency working.</p> <p>Excellent verbal and written communication skills</p> <p>Problems solving skills with ability to act on decisions</p> <p>Display motivational & leadership skills</p> <p>Influencing and negotiation skills</p> <p>Proven ability to provide effective briefing and structured debriefing</p> <p>Ability to conduct investigations into accidents or untoward incidents</p> <p>Ability to work under pressure, and balance multiple priorities to meet deadlines</p> <p>Excellent clinical knowledge base</p> <p>Good working knowledge of Civil Contingencies Act 2004, Major Incident Management and Planning and implications for the Trust</p> <p>Ability to remain calm and resilient under pressure and support others in this respect</p> <p>Must be flexible, persuasive influential and assertive.</p> <p>Project a professional image.</p> <p>Low level of absence due to sickness in the last two years.</p> <p>No outstanding disciplinary sanctions</p> <p>Have a satisfactory CRB enhanced disclosure check.</p> <p>Occupational Health clearance.</p> <p>Flexibility required surrounding shifts and time away</p>
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	<p>from home, including the requirement to attend residential training courses to achieve required standards.</p> <p>Ability to work effectively at height and other areas of difficult access.</p> <p>Ability to work effectively in enclosed, confined spaces.</p> <p>Capable of swimming 100 metres</p> <p><u>Desirable Work Experience:</u></p> <p>Experience of Managing people</p> <p>Ability to work with members of other organisations both internal and external to the NHS</p> <p>Flexibility in working hours to ensure support for both HART, SORT and MTFA requirements along with supporting wider Trust objectives.</p>
<p>Health and Safety:</p>	<p>The post holder will take due care at work, reporting any accidents or untoward occurrences.</p> <p>The Trust operates a “No Smoking” Policy. Staff are only allowed to smoke in designated smoking areas.</p> <p>The Health Act 2008 Code of Practice for Prevention and Control of Healthcare Associated Infections</p> <p>You are required to ensure that you carry out your duties in a manner that maintains and promotes the principles and practice of infection prevention and control in compliance with national standards, trust policies, guidelines and procedures.</p>
<p>Equal Opportunities</p>	<p>The Trust’s Equal Opportunities policy affirms our commitment to ensure that no patient, employee or prospective employee is discriminated against, whether directly or indirectly on the grounds of gender, sexual orientation, age, marital status, responsibility for dependants, disability, religion, creed, colour, race, nationality, ethnic or national origin, trade union activity, social background, health status, or is disadvantaged by conditions or requirements which cannot be shown as justifiable.</p>
<p>Review</p>	<p>This role brief reflects the principle duties of the post as</p>

	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.
Principal terms and conditions of Service	<p>Hours of duty are 37.5 per week, though the post holder is expected to work additional hours as required to fulfill the duties of the post. Annual leave allowance is between 27-33 days, subject to service.</p> <p>To operate on an on-call rota to provide specialist advice and support out of hours.</p>
Pension	Membership of the NHS pension scheme is optional. Employee contributions are deducted from salary at source.
Special Conditions:	<p>The duties and responsibilities described in this role brief may be subject to amendment in the light of the changing needs of the Trust. All managerial posts are subject to the NHS Managers' Code of Conduct.</p> <p>The post holder may be required to carry out additional tasks as required to meet business priorities.</p>

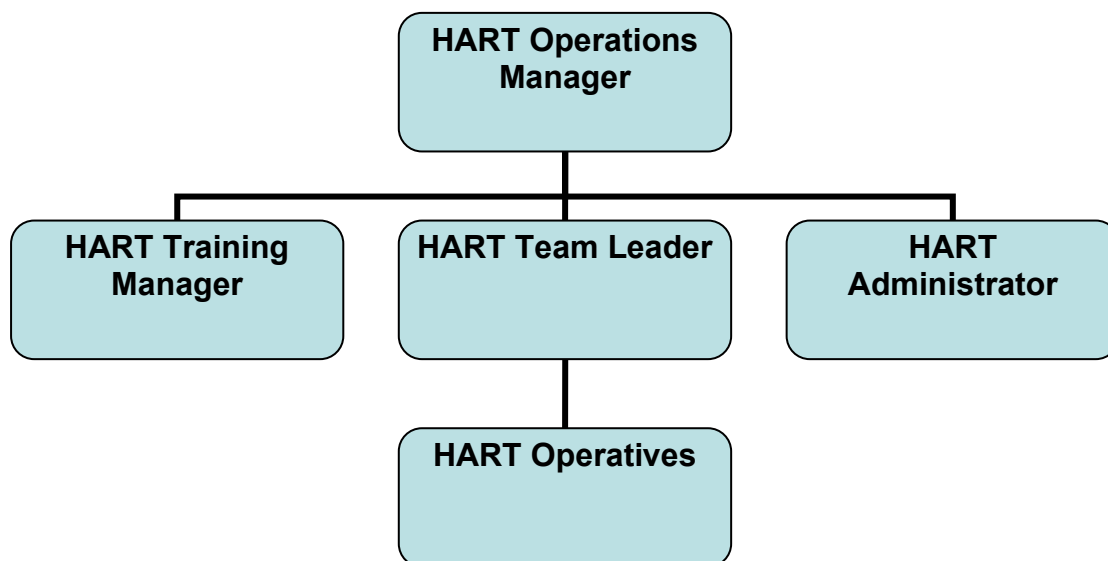


JOB DESCRIPTION

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.

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.

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.
Be required to undertake such other duties temporarily or on a continuing basis as may reasonably be required commensurate with this role.
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 MTFA 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.

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

PERSON SPECIFICATION

Factors	Essential	Desirable	Assessment
	<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

<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>

	<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

Date Reviewed:	
Reviewed By:	

JOB EVALUATION FORM

Date:	8/6/18	1. Management Side	1. Staff Side
Post Title:	HAPT TEAM LEADER	2. Management Side	2. Staff Side
National Profile:		Additional Information Sheet:	

Factor	Profile Level	Outcome Level	Rationale	Score
1	4	4	M	32
2	6	6	M	156
3	4	4	M	42
4	3	3	M	27

		Profile Level	Outcome Level	Rationale	Score
5	Physical Skills	4	4	M	42
6	Patient/Client Care	5	6	(V) Highly Specialist Clinical Services. (Gas Analytic)	39
7	Policy/Service Development	2	2	M	12
8	Financial & Physical Resources	2	2	M	12
9	Human Resources	3	4	(V) Line Manager for Team + CERTIFIED ^{TRAINING}	32
10	Information Resources	2	2	M	9

+9

+9

		Profile Level	Outcome Level	Rationale	Score
11	Research & Development	1	1	M	5
12	Freedom to Act	4	4	M	32
13	Physical Effort	5	5	M	25
14	Mental Effort	4	4	M	18
15	Emotional Effort	4	4	M	25

		Profile Level	Outcome Level	Rationale		Score	
16	Working Conditions	5	5	M		25	
Panel Notes:					Profile Match/ Band Match/ Hybrid Match/ Local Evaluation		
Consistency checked.						Total Score	533
						Band	7

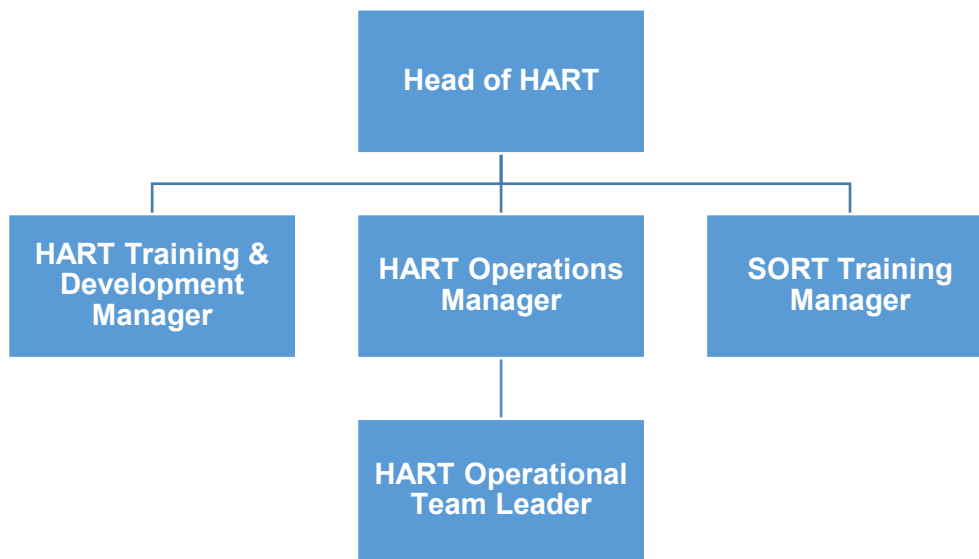


JOB DESCRIPTION

1. Job Details	
Job Title:	HART Training and Development Manager
Pay Band:	Band 7
Reports to (Title):	Head of HART
Accountable to (Title):	Associate Director Operations (Resilience)
Responsible for (Title/s):	HART Operational Team Leaders and HART Paramedics
Location/ Site/ Base:	Gatwick / Ashford HART
2. Job Purpose	
<p>Reporting to Head of HART, the HART Training and Development Manager will plan, develop, deliver and monitor the training and educational programmes for all new and existing HART personnel.</p> <p>They will deliver all relevant training relating to all HART capabilities in line with the requirements set out by the National Ambulance Resilience Unit (NARU) and our commissioners.</p>	
3. Role of Department	
<p>The Hazardous Area Response Teams (HART) comprised of specially recruited personnel who are trained and equipped to provide the ambulance response to high-risk and complex emergency situations.</p> <p>HART work alongside the police and fire & rescue services within the 'inner cordon' of a major incident, to triage and treat casualties in very difficult circumstances.</p> <p>HART personnel undergo rigorous specialist training regarding a range of capabilities which include, Chemical, Biological, Radiological, Nuclear and Explosives (CBRNe), Safe Working at Height, Confined Space, Unstable Terrain, Water Operations, Marauding Terrorist Attack, Support to Security Operations and high risk infectious diseases.</p>	

4. Organisation Chart

The organisation chart below shows the reporting and direct line responsibilities of a HART Training and Development Manager.



5. Duties & Responsibilities

- The post holder will be responsible for the delivery of all HART training and education for HART staff within SECAmb in line with the standards set out by the National Ambulance Resilience Unit (NARU).
- The post holder will be responsible for developing, preparing, managing appropriate high-quality education & training programmes related to all HART capabilities in line with contracted National Standards.
- The post holder will be responsible for the health and safety, welfare and safeguarding of all personnel who undertake any form of training under their supervision.
- The post holder will be responsible for coordinating all aspects of the management of HART staff during training and the associated resources, to ensure the quality of training and operational standards is maintained.
- The post holder will work closely with the scheduling department to ensure abstraction of duties of key personnel for training events in a timely manner.
- The post holder will establish recording systems for all HART training programmes in accordance with national policies and will maintain appropriate HART training records in line with national requirements and in a timely manner. This will include auditing, evaluation, and training needs analysis.
- The post holder will demonstrate effective communication skills by conveying complex information to large and small groups of students, which will include both internal and external stakeholder organisations as required.

- The post holder will be responsible for ensuring compliance within the training environment for the NARU national standards, SECAMB Trust Policies and Procedures, Health and Safety and other legislation and guidance as required.
- The post holder will undertake internal quality assurance to promote high standards of educational practice in line with Awarding Bodies
- The post holder will promote safe systems of work in line with statutory regulations and national standards.
- The post holder will in accordance with national standards will be responsible for the assessment and evaluation of all HART personnel training. This includes where appropriate the designing of procedure and action plans in the event of staff failing to reach the minimum national and Trust standards which may result in staff being removed from HART operations and reverted to normal Trust operations.
- The post holder will work autonomously to agreed objectives in accordance with the Trust's appraisal process. There will be regular monitoring and review meetings – objectives will be set, but the post holder will determine how results are best achieved.
- The post holder will demonstrate leadership qualities in accordance with the NHS leadership framework to help promote leadership and teamwork within the HART operational teams.
- The post holder will be required to maintain their own competence in all subject area by regular engagement with professional guidance from Department of Health (DoH) and national HART leads.
- The post holder will maintain and progress their own professional development whilst evaluating their own knowledge and practice in all the required subject areas or this post.
- The post holder will maintain registration as a Paramedic with the Health and Care Professions Council (HCPC) cognisant of the HART Training and Development role.
- The post holder will maintain an accurate record of their own practice where applicable and to maintain competency in all HART disciplines.
- The post holder will work with the HART Operations Managers to ensure the Trusts statutory and mandated training is delivered to all HART personnel and ensure accurate records are maintained and available on request.
- The post holder will maintain a close working relationship with Clinical Education to ensure that all HART requirements for local training are considered within the key skills development programme.
- The post holder will be an active member of the NARU Trainers Forum; and participate in the design and delivery of national standards and projects to promote and advance best practice nationally.

- The post holder will be responsible for compiling and dissemination of a range of local briefing documents and standard operating procedures in relation to HART Training.
- The post holder will ensure that national HART Training protocols and guidelines are, communicated, implemented and maintained to assist the developing practice within HART.
- The post holder will work closely with local and national partners, carrying out the required risk assessment in relation to the HART training environment.
- The post holder will be required to exercise autonomous decision making and judgement at the level appropriate to the role, in line with agreed Trust policies and procedure.
- The post holder will work closely with all internal and external stakeholders to ensure that the working practices of HART meet the requirements set out in the HART National Standards.
- The post holder will contribute to the development, implementation and monitoring of local and Trust key performance indicators (KPI's) in relation to national HART and Major Incident responses.
- The post holder will use the agreed service systems to create statistical reports regarding all areas of HART training performance as well as collate information on training performance for presentation to commissioners and national groups.
- The post holder will provide the Head of HART with regular high-quality reports regarding training compliance for all HART staff, to ensure that progress is being maintained against the required training standards.
- As required, the post holder will liaise with local agencies to create and develop site specific emergency plans, as well as being responsible for ongoing changes, updates and reviews.
- The post holder will have regular engagement meetings with HART staff and other service managers to ensure that consistency in approach exists between teams.
- The post holder will participate in Trust and National policy working groups (Technical User Groups) to propose, evaluate and formulate new and/or existing policies that affect HART disciplines locally and nationally.
- On behalf of the Head of HART, the post holder will manage all budgetary aspects of all training including allocation of funds, sourcing and funding of venues and equipment, and operating within budget to include cross department dissemination of funds.
- The post holder will contribute to the planning of recruitment for HART personnel, identifying future operational requirements and agreeing appropriate plans.
- The post holder will guide and mentor educator/instructor development and conduct including relative CPD for all staff.

- The post holder will be responsible for ensuring all HART training equipment is serviced and maintained in a state of readiness in liaison with HART colleagues.
- The post holder may be required to oversee and sign off unbiased investigations ensuring that they have been completed within agreed timeframes.
- The post holder may be required to undertake serious incident (SI) and other, investigations ensuring that they are completed within the agreed timeframe and working alongside the Trusts professional standards team, HCPC and other external stakeholders as required.
- The post holder may be required to undertake other investigation as requested by the Head of HART.
- The post holder will be required to act on behalf of the Head of HART or HART Operational Manager as and when requested to do so.
- The post holder will take part in the Tactical Advisor rota ensuring 24-hour 7 day a week cover with the provisions of specialist advice (command support) during incidents and acting as the Single Point of Contact for external partners. This will include attaining and maintaining the National Interagency Liaison Officer (NILO) accreditation within twelve months of appointment, which will include a high level of security clearance as well as handling and managing sensitive and classified information.
- The post holder will provide on and off site Operational / Tactical management / advice and support at serious accidents and major incidents.
- The post holder will be required to undertake NILO and Tactical Advisor, tactical commander CPD.
- The post holder will design and deliver specialist command CPD to both operational and tactical level commanders.
- The post holder will be required to identify lessons learnt from both the training and operational working environments and be able to share and communicate these on local and national platforms.
- The post holder will be required to undertake any other work commensurate with the grade of the post.

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.

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 postholder.

Date Reviewed:	June 2021	
Reviewed By:	Manager:	Signature
	Postholder:	Signature:

PERSON SPECIFICATION

Factors	Essential	Desirable	Assessment
<p>Qualifications/ Training What should the candidate have already attained?</p>	<p>Qualified HART Paramedic or HART Operational Team Leader</p> <p>Extensive teaching, assessors and quality assurance experience and appropriate (vocational) qualification.</p> <p>Must have and maintain Registered Paramedic status or higher.</p> <p>Operational / Tactical Incident Command qualification</p> <p>Evidence or recent on-going personal development</p>	<p>Management Qualification (CMIL3 or equivalent or higher</p> <p>Radiation Protection Supervisor (RPS) (or working towards)</p> <p>National Interagency Liaison Officer (NILO)</p> <p>Diploma in Health Service Emergency Planning (DipHep)</p>	<p>Application Form (App) Interview (I) Assessment (Ass)</p> <p>App / I</p>
<p>Knowledge What particular knowledge should the candidate already have?</p>	<p>A good understanding of the background to and aims of the HART provision and service delivery within the 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>An understanding of the local Resilience Partnerships (LHRP/LRF)</p> <p>Knowledge and competency in using IT/PC's and business software databases.</p>		<p>App / I</p>

<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 delivery of plans and tasks. Being able to 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 recent successful, collaboration with internal and external partners.</p> <p>Evidence and experience of undertaking effective Risk Assessments and adopting a risk-based approach to work.</p>		<p>App / I</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>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>App / I</p>

	<p>Sound judgement and astuteness in understanding and working with complex policy and operational 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>		
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, performance and contractual 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>		App / I
Other	<p>Ability to travel between sites for work purposes</p> <p>Ability to meet ongoing physical fitness standards</p>		I

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

Date Reviewed:	
Reviewed By:	



JOB DESCRIPTION

1. Job Details	
Job Title:	Paramedic
Pay Band:	6 (AfC Confirmed).
Reports to (Title):	Operational Team Leader / HART Team Leader
Responsible for (Title/s):	
2. Job Purpose	
<p>Be accountable for the assessment, treatment, diagnosis, supplying and administering of medicines, managing, discharging and referring patients in a range of urgent, emergency, critical or out of hospital settings, which may include but not limited to ambulances, response vehicles, patients' homes, primary care settings, minor injury units and accident and emergency departments.</p> <p>Provide effective clinical leadership, development and mentorship to operational personnel, including newly qualified paramedics and students to support the delivery of a high quality patient centred service.</p> <p>Contribute to the development of an integrated approach to the delivery of unscheduled/out of hours care involving all relevant stakeholders including health and social care organisations.</p>	
2 .Main Duties & Responsibilities	
Clinical Responsibilities:	
<p>Undertake the full range of paramedic duties as part of an operational crew, as well as a solo responder, on a rapid response vehicle or in other appropriate areas/vehicles and/or emergency/urgent care settings, as per Trust standard operational instructions.</p>	
<p>Assess, treat, manage and where appropriate refer patients according to the nature and severity of their condition referring to alternative care pathways where appropriate. As appropriate, provide packages of care to patients at home.</p>	

Carry out paramedic duties commensurate with national clinical practice guidelines & Trust specific PGD's and guidelines
Responsible as an autonomous practitioner using local care pathways associated with local initiatives promoting see and treat, where clinically safe to do so, reducing inappropriate conveyance and subsequent ED admission.
Ability to organise and manage the scene of a complex incident during initial stages until a Manager / Commander arrives. This could involve organising or managing patients, bystanders or other responding services.
Undertake duties in relation to major incidents including exercises which may require call out when off duty in accordance with the Trust's Major Incident Procedure.
Modify and adapt working practices to meet the clinical needs of the patient in an emergency and urgent care setting.
As appropriate, treat refer or discharge patients who access the health service but who do not need hospital admission where clinically safe to do so
Participate in the development of an integrated approach to the delivery of emergency and urgent care involving all relevant stakeholders including health and social care organisations.
Utilise appropriate and relevant information to assist patients, patient advocates or carers to make informed health choices in line with national guidance and the health promotion and prevention agenda.
Make reasoned decisions regarding initiating, modifying or ceasing treatment or procedures and ensuring accurate documentation of decisions. Being accountable and responsible for clinical decisions made during the course of duty, and seek senior clinical advice where appropriate.
Ensure compliance with Medicines management. Ensures drugs are stored securely and where appropriate stocked according to both national legal frameworks and local policy.
Mentorship and Leadership Responsibilities
Assist with the induction and mentorship of new staff and students ensuring that they are aware of all necessary procedures, policies and information in order to carry out their role effectively.
Supervise and mentor designated staff and students, taking appropriate action when performance falls below expected standards.
Use appropriate knowledge and skills when working with or mentoring students and new staff to ensure they are competent in undertaking clinical procedures and utilising appropriate equipment.

Dynamically assess scene and Identify environmental and clinical risks to patients, self and colleagues taking appropriate action to minimise them where possible and ensure safety.
Identify safeguarding concerns and ensure these are reported and documented in an appropriate manner and are escalated and followed up as appropriate.
Documentation and Record Keeping
Ensure the prompt, legible and accurate completion of all patient and incident records, providing a full and accurate record of decision making in accordance with the Caldicott principles, current legislation and regulatory framework.
Participate in Trust clinical audit and effectiveness processes as required including evaluation of clinical procedures, processes and instructions to ensure the highest standards of service are achieved in the interest of patient care. Where appropriate, make proposals for change to own working practices and policies within own working area.
Make appropriate use of equipment which will include various types of vehicles, diagnostic, invasive and therapeutic equipment.
Ensure the sharing of information is always done in compliance with information governance procedures.
Record details and maintain records of passengers, journeys, vehicle refuelling and duty hours in accordance with Ambulance Trust's service procedures.
Complete and submit all necessary reports and notifications as required by Trust Operational, Clinical, Health & Safety and other relevant instructions.
Communication
Communicate effectively demonstrating compassion, particularly when dealing with people who may have difficulty understanding, for example, but not limited to children, people with learning difficulties and people from different ethnic groups. Adapt communication style accordingly in order to overcome barriers.
Ensure that informed consent is obtained before undertaking assessment treatment or intervention.
Participate/attend coroners court as appropriate
Ensure environmental barriers are overcome as far as is reasonably practicable when working at the scene of an incident, maintaining conduct, communication and clinical care in challenging or emotive environments including public places and environments requiring police or other agency support.

Demonstrate the ability to communicate complicated information when dealing with complex patients and their subsequent care ensuring that this is appropriately passed to relevant parties.
Effectively communicate sensitive information when dealing with clinical incidents. An example of this is when handing over patients to another healthcare professional or making a safeguarding referral.
Work with other emergency services commensurate with the principles of the Joint Emergency Services Interoperability Programme (JESIP). CBRNE(Clinical Biological Radioactive Nuclear Explosives) and MTFA (Marauding Terrorist Firearms Incident).
Maintain timely communications with Control using appropriate information and communication equipment and procedures. Ensure that the Control is aware of operational status and availability at all times and provide initial assessment of specific incidents in line with Trust procedure.
Participate in the delivery of quality measures, in consultation with local management to ensure the highest standards of service are achieved.
Vehicle and driving responsibilities
Drive all relevant vehicle types operated by the Service in accordance with the emergency vehicle driver training standards and the Highway Code and relevant legislation
Conduct vehicle checks in line with Trust policies and procedures prior to use ensuring that it is fully equipped and that all equipment is functioning and ready for use
At the start and completion of shifts, carry out vehicle and equipment inspections, ensuring that all defects, deficiencies and accident damage are reported in accordance with the Trust's service procedures.
Maintain appropriate standards of cleanliness of vehicles and equipment and those parts of the station specified by the local management team.
Personal Development/CPD
To be responsible for ensuring compliance with statutory and mandatory training and undertake CPD to maintain fitness to practice and adherence to the regulatory body Health and Care Professions Council (HCPC) standards.
Identify developmental opportunities within the work context and take part in activities which lead to personal and professional development including undertaking reflective practice.

Attend supervision and appraisal sessions with line manager and appropriate others, as required.
Maintain individual scope of practice and professional registration as defined by current HCPC Standards of Proficiency - Paramedics.
At all times exhibit and comply with the standards of personal and professional conduct and performance as required by HCPC Standards of Conduct, Performance and Ethics.
Take part in activities that lead to personal and/or team growth
General Responsibilities:
Have due regard and where practicable maintain the security of operational bases, ambulances and equipment.
Ensure the safe transfer of patients, to and from vehicles, following health and safety and other appropriate protocols and procedures, taking account of the safety of patients, self, colleagues and others, using appropriate equipment and manual handling techniques.
Support local Manager/Team Leader in the day to day management of the Operational Base with particular responsibilities for the administrative arrangements of the Base if required.
Take responsibility for own health and wellbeing, promoting the ongoing care of physical and mental wellbeing in order to meet the requirements of the role.
Carry out shifts as agreed and detailed by the Trust.
To abide by the NHS and Trust values and the NHS Constitution, all staff must maintain the highest standards of care and service treating everyone with dignity and respect whilst promoting a non-discriminatory, inclusive culture.
Identify and take action when other people's behaviours undermine Equality and Diversity.

<p>Values</p> <p>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.</p>
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Review

This document provides an outline of the main responsibilities of the post. It is not intended to be an exhaustive list of duties.

Date Reviewed:

National version 4

PERSON SPECIFICATION

Factors	Essential	Desirable
Education & Qualifications	<p>Current category B driving licence held (if appropriate to the role). Valid in the UK</p> <p>Must have licence category C1. (if appropriate to the role). Valid in the UK</p> <p>Trust approved emergency driving qualification (if appropriate to the role)</p> <p>HCPD registered Paramedic.</p> <p>Educated to degree/diploma level in Paramedicine or equivalent experience</p> <p>Must have held full manual driving licence for minimum of 1 year, with no more than 3 points at the time of application</p>	<p>ALS, PHTLS, PHEC or other advanced clinical courses</p> <p>Membership of the College of Paramedics</p> <p>Mentorship qualification</p> <p>Intubation trained</p>
Previous experience (Paid/ Unpaid relevant to job)	<p>Experience in dealing with a diverse range of people in a customer/patient environment.</p> <p>2 years post registration</p>	<p>Healthcare experience within NHS, nursing or voluntary organisation.</p>

	<p>experience in clinical practice, or less if progressed through the national fast track programme</p> <p>Successful completion of the NQP period or equivalent previous experience which can be evidenced</p> <p>Up-to-date continuing professional development portfolio.</p> <p>Demonstrate a high level of professionalism, responsibility and accountability</p> <p>Experience of supervision, mentorship and development of a range of clinical staff in relevant practice settings</p>	
<p>Skills, knowledge, ability</p>	<p>Ability to communicate effectively verbally and in writing in complex, contentious and sensitive situations.</p> <p>Good interpersonal skills.</p> <p>Ability to develop and adapt to change.</p> <p>Problem solving ability.</p> <p>Ability to work as part of a multi-disciplinary team</p> <p>Planning and decision making skills.</p> <p>Ability to work under pressure with minimum supervision.</p> <p>Able to maintain confidentiality of information.</p> <p>IT Literacy Skills</p> <p>Able to complete clinical and other records to a high standard.</p>	

<p>Aptitude and personal characteristics</p>	<p>Ability to develop effective working relationships with colleagues and the public</p> <p>Able to use initiative/self motivated.</p> <p>Flexibility in relation to shifts and job demands.</p> <p>Act with honesty and integrity</p> <p>Quality/patient focused.</p> <p>Caring attitude and sensitivity to others.</p> <p>Confident with the ability to take a lead role.</p> <p>Ability to interact with people from varying cultural backgrounds and social environments.</p> <p>Able to promote equality and value diversity.</p> <p>Able to ensure care of own health and wellbeing to promote improvements to physical and emotional wellbeing</p> <p>Able to work within the trust's policy framework</p> <p>Demonstrates a positive and flexible approach in line with the changing nature of the trust service delivery model</p> <p>Committed to the values based principles of high quality patient care to include; compassion; care; competence; communication; courage and commitment in all aspects of service delivery</p>	
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National profiles for Ambulance Service

Contents

Profile Title	Band	Page
Call handler entry level	2	4
Call handler	3	6
Call handler higher level	4	8
Call handler supervisor	5	10
Dispatcher entry level	3	12
Dispatcher	4	14
Dispatcher higher level	5	16
Duty/Shift Officer (control centre)	5	19
Duty manager	6	22
Clinical adviser	6	25
Clinical advice team manager	7	28
Patient Transport Services Patient (PTS) Carer	2	31
Patient Transport Services (PTS) Patient Carer, Higher level	3	33
Ambulance Practitioner	4	35
Ambulance Practitioner Higher Level	5	37
Paramedic Entry Level	5	39
Paramedic	5	41
Paramedic specialist	6	43
Paramedic team leader	7	45
Station/Operational Team Leader	7	47
Station/Operational Team Manager	6	49

Version history and amendments

Action	Date	Notes
Profile archive	December 2024	Ambulance Practitioner Advanced
Rebrand	November 2023	Profile suite has been transferred onto new template alongside the amendments that have come out of the Emergency Services profile review. See review outcomes below.
Profile removal notice	November 2023	Following a 12 month notice period, the national profile for Ambulance Practitioner Advanced will be removed from the suite and archived in December 2024.
Profiles reviewed & amended	November 2023	<ul style="list-style-type: none"> • Patient transport services (PTS) patient carer, formally known as Patient Transport Services (PTS) Driver • Patient transport services (PTS) patient carer higher level, formerly known as Ambulance Services Driver (PTS) Higher Level. • Ambulance practitioner • Ambulance practitioner higher level • Paramedic entry level • Station/operations team leader • Station operations manager
New profiles added	November 2023	New Paramedic team leader (Band 7) & Paramedic specialist (band 7)
New profiles added	December 2022	As part of the Emergency Services review, new profiles for clinical advice, based on the NHS Direct profiles, have been added to this suite: <ul style="list-style-type: none"> • Clinical adviser (band 6) • Clinical advice team manager (Band 7).
New guidance	November 2016	Guidance for matching paramedic roles to profiles can be found on pages 2 to 7 of this document
New Paramedic (Newly Qualified)	February 2017	<p>The Job Evaluation Group (JEG) was asked to review the profiles for paramedic roles to see whether they were fit for purpose. This resulted in the development of a new band 6 Paramedic profile which was agreed and published in 2016.</p> <p>As part of this agreement, it was decided that, in order to ensure safe practice and provide consolidation of learning to enhance the operation of the service, there should be a period of up to 24 months for newly-qualified paramedics (NQPs) where they work with additional support and guidance from senior colleagues before assuming a band 6 position.</p>



		<p>Now that this programme has been agreed, JEG has been asked to consider whether a separate profile is needed in order to support this new learning package. Having reviewed the job description and person specification agreed in partnership by all stakeholders, JEG has drafted a new profile, Paramedic (Newly-Qualified) that evaluates at a band 5. This profile acknowledges that the clinical knowledge required for the paramedic role will already exist, but the NQP will be expected to work solely within trust guidelines and JRCALC and will be expected to seek advice and support for any expected deviation from these protocols. This necessarily affects the Analytical and Judgement, Patient Care and Freedom to Act factors.</p> <p>The Human Resources factor reflects the fact that NQPs will not be expected to formally mentor/supervise other staff (this being part of the band 6 position).</p> <p>Likewise Planning and Organising and Policy and Service development have reduced scores compared with the band 6 profile as it is not expected the NQP will work at that level during this programme.</p> <p>In order for the job evaluation to remain consistent and ensure the principles of equal pay, organisations will need to ensure there is a difference between the band 5 and band 6 role in deployment and operation.</p> <p>This profile will apply to all paramedics who have newly entered employment since 1 September 2016 and should be used by organisations to match such roles. Once the consolidated learning package is completed successfully the paramedic will move to band 6 and their new job description should match to the agreed paramedic profile. This transition to the band 6 role is automatic apart from in exceptional circumstances where issues are being dealt with under formal capability procedures.</p>
New Call handler profiles added	September 2021	<p>As part of the Emergency Services review, the NHS Staff Council's Job Evaluation Group (JEG) has published revisions to the national call taker profile.</p> <p>As part of the amendments, the profile has been renamed to call handlers and additional profiles at higher bands have been included.</p>



Profile Label	Ambulance service - Call handler entry level
Job Statement	<ol style="list-style-type: none"> 1. Receives routine calls from the general public 2. Inputs key information into computerised system; provides basic advice from agreed protocols/processes (clinical assessment tool) 3. Refers caller to appropriate service

Factor		Relevant Job Information	JE Level	JE Score
1.	Communication & Relationship Skills	Provide and receive routine information requiring tact or persuasive skills or barriers to understanding Exchanges information with callers: gives advice & provides reassurance, callers may be distressed. Barriers to communication, understanding including language, emotions, background noise etc.	3(a)	21
2.	Knowledge, Training & Experience	Range of work procedures requiring on the job training In house training on Procedures for responding to calls, transfer calls to internal sources and external agencies. Specific training to use advanced key board skills while taking calls.	2	36
3.	Analytical & Judgemental Skills	Judgements involving facts or situations, some requiring analysis Skills for assessing calls to determine which protocol to follow	2	15
4.	Planning & Organisational Skills	Organise own day to day work tasks or activities Plans own activities around incoming calls	1	6
5.	Physical Skills	Physical skills obtained through practice over a period of time / developed physical skills where there is a specific requirement for speed or accuracy Dexterity, co-ordination & sensory skills for use of keyboard to input information / touch typists and advanced computer operator skills in logging call information accurately	2 – 3a	15 - 27
6.	Patient/Client Care	Provide general nonclinical advice, information directly to the patient, clients, relatives or carers / Provides basic clinical advice Provides nonclinical advice to callers / Provides clinical advice to callers using the clinical assessment tool	2 - 3(c)	9 - 15
7.	Policy/Service Development	Follows policies in own role, may be required to comment Follows workplace policies	1	5
8.	Financial & Physical Resources	Personal duty of care in relation to equipment, resources Careful use of computer equipment	1	5
9.	Human Resources	Demonstrate own activities to new or less experienced employees Demonstrate duties to new staff, short periods	1	5
10.	Information Resources	Responsible for data entry Inputs caller information into computer system	2a	9
11.	Research & Development	Occasionally participate in equipment testing Tests call equipment	1	5
12.	Freedom to Act	Well established procedures, supervision close by / is guided by standard operating procedures. Someone is generally available for reference Supervision available when required/ able to deal with enquiries which are normally routine	1-2	5-12



13.	Physical Effort	Frequent sitting or standing in restricted position Sits at keyboard or radio most of each shift	2(a)	7
14.	Mental Effort	Frequent concentration; work pattern predictable/ occasional prolonged concentration Takes calls, response job/ prolonged concentration during busy spells	2(a)- 3(b)	7-12
15.	Emotional Effort	Occasional indirect exposure to highly distressing or highly emotional / frequent indirect exposure to distressing or emotional circumstances; Dealing with distressed callers. de-escalation of aggressive and distressed callers/ dealing with occasional calls where there is death of the patient	2 c - 3c	11-18
16.	Working Conditions	Use VDU equipment more or less continuously; Occasional exposure to unpleasant working conditions Sits at VDU for all or most of shift; may experience on calls verbal aggression	2(e)	7
JE Score (161 – 215)			Band 2	

Profile Label	Ambulance service - Call handler
Job Statement	<ol style="list-style-type: none"> 1. Provides a front-line service answering emergency and urgent care calls and/or calls for health advice. 2. Provides clinical triage advice and Inputs key information into computerised system; provides condition related advice from protocols. 3. Escalates calls / refers to appropriate service.

Factor		Relevant Job Information	JE Level	JE Score
1.	Communication & Relationship Skills	<p>Provide and receive routine information requiring tact or persuasive skills/provide and receive complex, sensitive or contentious information, where persuasive, motivational, negotiating, training empathic or re-assurance skills required</p> <p>Exchanges information with callers: gives advice, provides reassurance, callers may be distressed e.g. CPR, childbirth, choking, convulsions /dealing with traumatic situations such as death, perceived issues of risk, neglect, abuse or endangerment, Callers may often be traumatised, confused frightened and anxious and must be dealt with appropriately and with empathy by the call taker or handler</p>	3(a) – 4a	21 - 32
2.	Knowledge, Training & Experience	<p>Range of work procedures requiring job training, base level theoretical knowledge</p> <p>Knowledge and training on use of the computer triage system. Accredited training to deal with emergency calls, understanding of basic anatomy and physiology and recognition of life-threatening conditions. Demonstrable competence in use of advanced keyboard skills while taking calls.</p>	3	60
3.	Analytical & Judgemental Skills	<p>Range or facts of situations, which require analysis or comparison of a range of options</p> <p>There is a requirement to assess and determine appropriate action e.g. initial patient assessment, able to adapt response and escalate in emergency conditions, able to adapt to system failures.</p>	3	27
4.	Planning & Organisational Skills	<p>Organise own day to day work tasks or activities</p> <p>Plans own activities around incoming calls</p>	1	6
5.	Physical Skills	<p>Developed Physical skills obtained through practice where there is a need for speed and accuracy</p> <p>Touch typists and advanced computer operator skills in logging call information accurately, use of multiple screens and headsets in taking the calls.</p>	3a	27
6.	Patient/Client Care	<p>Provides basic clinical advice</p> <p>Provides emergency advice to callers using the clinical assessment tool e.g. CPR, managing shock or haemorrhage</p>	3(c)	15
7.	Policy/Service Development	<p>Follows policies in own role, may be required to comment</p> <p>Follows and implements changes to procedures and policies as appropriate within own work area. Suggest improvements to the triage system.</p>	1	5
8.	Financial & Physical Resources	<p>Personal duty of care in relation to equipment, resources</p> <p>Careful use of computer equipment</p>	1	5
9.	Human Resources	<p>Demonstrate own activities to new or less experienced employees</p> <p>Demonstrate duties to new staff, short periods</p>	1	5



10.	Information Resources	Responsible for data Entry Ensures the timely assessment, questioning and accurate recording of all calls into computer system	2	9
11.	Research & Development	Occasionally participate in equipment testing Undertakes survey and audits as necessary to own work.	1	5
12.	Freedom to Act	Is guided by standard operating procedures. Someone is generally available for reference Instruct and advise callers in line with protocols and procedures e.g. interpret advice on computer system and the triage pathway. Supervision and advice is generally available for reference.	2	12
13.	Physical Effort	Frequent sitting or standing in restricted position Sits at keyboard or radio most of each shift, uses headsets	2(a)	7
14.	Mental Effort	Occasional prolonged concentration Prolonged concentration taking and dealing with emergency calls	3(b)	12
15.	Emotional Effort	Frequent indirect exposure to highly distressing or highly emotional circumstances Dealing with distressed callers many times a week. E.g. Verbal aggression and the need to de-escalate those situations to ensure correct and relevant information is obtained, patient death	3c	18
16.	Working Conditions	Use VDU equipment more or less continuously; Occasional exposure to unpleasant working conditions Sits at VDU for all or most of shift; verbal aggression	2 (a)(e)	7
JE Score 216 – 270			Band 3	

Profile Label	Ambulance service - Call handler higher level
Job Statement	<ol style="list-style-type: none"> 1. Mentor or coach a team of call handlers to ensure performance objectives and achieved. 2. Provides a front-line service answering emergency and urgent care calls. 3. Provides clinical triage advice and inputs key information into computerised system; provides emergency condition related advice from protocols. 4. Escalates call / refers to appropriate service.

Factor		Relevant Job Information	JE Level	JE Score
1.	Communication & Relationship Skills	<p>Provide and receive routine information requiring tact or persuasive skills; Providing advice, instruction or training to groups, where the subject matter is straightforward/ provide and receive complex, sensitive or contentious information, where persuasive, motivational, negotiating, training empathic or re-assurance skills required.</p> <p>Exchanges information with callers; gives advice, empathy & reassurance, callers may be distressed e.g. CPR, childbirth, choking, convulsions; mentor and support team of call handlers /Dealing with traumatic situations such as death, perceived issues of risk, neglect, abuse or endangerment, Callers may often be traumatised, confused frightened and anxious and must be dealt with appropriately by the call taker or handler</p>	3(a)(c) – 4a	21 - 32
2.	Knowledge, Training & Experience	<p>Understanding a Range of work procedures and practices, majority of which are non-routine, requiring intermediate formal theoretical knowledge</p> <p>Knowledge of computer-based information systems. Triage training. Ability to deal with emergency calls, understanding of basic anatomy and physiology and recognition of life threatening conditions. Plus, short courses in mentoring, leadership, audit or supervision.</p>	4	88
3.	Analytical & Judgemental Skills	<p>Range or facts of situations, which require analysis or comparison of a range of options</p> <p>There is a requirement to assess and determine appropriate action e.g. initial patient assessment, able to adapt response and escalate in emergency conditions, able to adapt to system failures.</p>	3	27
4.	Planning & Organisational Skills	<p>Planning and organisation of straightforward tasks, activities or programmes, some of which may be ongoing.</p> <p>Planning staff rotas, allocating work to staff.</p>	2	15
5.	Physical Skills	<p>Developed Physical skills obtained through practice where there is a need for speed or accuracy</p> <p>Touch typists and advanced computer operator skills in logging call information accurately, use of multiple screens and headsets in taking the calls.</p>	3a	27
6.	Responsibility for Patient/Client Care	<p>Provides basic clinical advice</p> <p>Provides emergency advice to callers using the clinical assessment tool e.g. CPR, managing shock and haemorrhage</p>	3(c)	15
7.	Policy/Service Development	<p>Implements policies for own work area and proposes changes to working practices or procedures for own work area</p> <p>Review performance and makes suggestions for improvement and implements agreed action plan for the team</p>	2	12



8.	Financial & Physical Resources	Personal duty of care in relation to equipment, resources Careful use of computer equipment	1	5
9.	Human Resources	Regularly responsible for providing training in own discipline, practical training or undertaking basic workplace assessments/Responsible for day to day management of a group of staff; responsible for the teaching or delivery of specialist training Responsible for supporting and coaching staff/ To assist in human resource activity such as recruitment and induction of staff, performance management, allocation of work, sickness absence management; delivery of training to call handlers	2c-3ac	12-21
10.	Information Resources	Data entry Ensures the timely assessment, questioning and accurate recording of all calls into computer system	2	9
11.	Research & Development	Occasionally participate in equipment testing Undertakes survey and audits as necessary to own work.	1	5
12.	Freedom to Act	Is guided by precedent and clearly defined protocols and procedures. Work is managed and outcomes are assessed at agreed intervals Works without direct supervision, uses initiative to deal with unplanned events. May have line management and leadership responsibilities.	3	21
13.	Physical Effort	Frequent sitting or standing in restricted position Sits at keyboard or radio most of each shift, uses headsets	2(a)	7
14.	Mental Effort	Occasional prolonged concentration Prolonged concentration taking and dealing with calls	3(b)	12
15.	Emotional Effort	Frequent indirect exposure to highly distressing or highly emotional circumstances Dealing with distressed callers. E.g. Verbal aggression and the need to de-escalate those situations to ensure correct and relevant information is obtained on average once a week a more	3c	18
16.	Working Conditions	Use VDU equipment more or less continuously; Occasional exposure to unpleasant working conditions Sits at VDU for all or most of shift; verbal aggression	2 (a)(e)	7
JE Score 271 – 325			Band 4	

Profile Label	Ambulance service - Call handler supervisor
Job Statement	<ol style="list-style-type: none"> 1. Line manage a team of call handlers 2. Compile data and reports to ensure and demonstrate that performance objectives are achieved 3. Provides a front-line service answering emergency and urgent care calls 4. Provides clinical triage advice and inputs key information into computerised system; provides emergency condition related advice from protocols.

Factor		Relevant Job Information	JE Level	Score
1.	Communication & Relationship Skills	<p>Provide and receive complex, sensitive or contentious information, where persuasive, motivational, negotiating, training empathic or re-assurance skills required.</p> <p>Full line management of team of call handlers including dealing with performance issues. Handling complaints from service users. Dealing with traumatic situations such as death, perceived issues of risk, neglect, abuse or endangerment, Callers may often be traumatised, confused frightened and anxious and must be dealt with appropriately by the call taker or handler</p>	4a	32
2.	Knowledge, Training & Experience	<p>Understanding a Range of work procedures and practices, majority of which are non-routine, requiring intermediate formal theoretical knowledge</p> <p>Knowledge of computer-based information systems. Triage training. Ability to deal with emergency calls, understanding of basic anatomy and physiology and recognition of life-threatening conditions. Plus, short courses in mentoring, audit, leadership and supervision.</p>	4	88
3.	Analytical & Judgemental Skills	<p>Range or facts of situations, which require analysis or comparison of a range of options</p> <p>There is a requirement to assess and determine appropriate action e.g. initial patient assessment, able to adapt response and escalate in emergency conditions, able to adapt to system failures. Analyse performance against KPIs</p>	3	27
4.	Planning & Organisational Skills	<p>Planning and organisation of straightforward tasks, activities or programmes, some of which may be ongoing</p> <p>Planning induction activities, staff rotas and adjusting rotas to deal with dynamic shift changes allocating work to staff</p>	2	15
5.	Physical Skills	<p>Developed Physical skills obtained through practice where there is a need for speed or accuracy</p> <p>advanced computer operator skills in logging call information accurately, use of multiple screens and headsets in taking the calls.</p>	3a	27
6.	Patient/Client Care	<p>Provides basic clinical advice</p> <p>Provides emergency advice to callers using the clinical assessment tool e.g. CPR, managing shock and haemorrhage, choking, child births, safeguarding, mental health situations</p>	3(c)	15
7.	Policy/Service Development	<p>Implements policies for own work area and proposes changes to working practices or procedures for own work area</p> <p>Review performance and makes suggestions for improvement and implements agreed action plan for the team</p>	2	12



8.	Financial & Physical Resources	Personal duty of care in relation to equipment, resources/Authorised signatory for small cash or financial payments Careful use of computer equipment/Sign off expenses.	1 – 2d	5 - 12
9.	Human Resources	Responsible for day-to-day management of a group of staff; responsible for the teaching or delivery of specialist training To assist in recruitment and induction of staff, performance management, allocation of work, sickness absence management; delivery of training to call handlers	3ac	
10.	Information Resources	Regular requirement to use computer software to develop or create statistical reports requiring formulae Writing code or queries (e.g. SQL) to compile statistical reports e.g. performance targets	3b	16
11.	Research & Development	Occasionally participate in equipment testing Undertakes survey and audits as necessary to own work.	1	5
12.	Freedom to Act	Is guided by precedent and clearly defined protocols and procedures. Work is managed and outcomes are assessed at agreed intervals Works without direct supervision, uses initiative to deal with unplanned events. Line management and leadership responsibilities.	3	21
13.	Physical Effort	Frequent sitting or standing in restricted position Sits at keyboard or radio most of each shift, uses headsets	2(a)	7
14.	Mental Effort	Occasional prolonged concentration Prolonged concentration taking and dealing with calls	3(b)	12
15.	Emotional Effort	Frequent indirect exposure to highly distressing or highly emotional circumstances Dealing with distressed callers. E.g. Verbal aggression and the need to de-escalate those situations to ensure correct and relevant information is obtained on average once a week a more	3c	18
16.	Working Conditions	Use VDU equipment more or less continuously; Occasional exposure to unpleasant working conditions Sits at VDU for all or most of shift; verbal aggression	2 (a)(e)	7
JE Score 326-395			Band 5	

Profile Label	Ambulance service - Dispatcher – entry level
Job Statement	<ol style="list-style-type: none"> 1. Ensure the effective deployment and efficient management of non-emergency vehicles (under supervision) e.g. patient transport. 2. Liaison with appropriate services.

Factor		Relevant Job Information	JE Level	Score
1.	Communication & Relationship Skills	<p>Provide and receive routine information requiring tact or persuasive skills Exchanges information with operational staff and other professionals. Demonstrates awareness of the needs of individuals and groups. Communication is with crews and other health departments e.g. relating to work allocation</p>	3(a)	21
2.	Knowledge, Training & Experience	<p>Range of work procedures requiring job training, base level theoretical knowledge Level 3 qualification in a relevant subject or equivalent, significant practical call handling or vehicle logistics experience e.g. within Emergency Operations Centre Knowledge and training on use of the computer triage system. In- house training to use advanced key board skills while taking calls.</p>	3	60
3.	Analytical & Judgemental Skills	<p>Range or facts of situations, which require analysis or comparison of a range of options Dynamic assessment of ever-changing situations e.g. able to manage logistics, adapt response and decide when to escalate, able to adapt to system failures. Decide which is most appropriate vehicle to assure equal distribution of workload and patient needs are met.</p>	3	27
4.	Planning & Organisational Skills	<p>Planning and organisation of straightforward tasks, activities or programmes, some of which may be ongoing Planning activities for staff and allocating work to staff e.g. Co-ordination of operational duties Need to constantly reassess workplans e.g. changing service demand, or calls and any other incidents</p>	2	15
5.	Physical Skills	<p>Developed Physical skills obtained through practice where there is a need for speed or accuracy Touch typist, advanced computer operator skills in logging call information accurately, use of multiple screens and headsets in taking the calls.</p>	3a	27
6.	Patient/Client Care	<p>Provides general non-clinical advice, information, guidance or ancillary services directly to patients, clients, relatives, carers Providing general non-clinical advice or information directly to patients or clients e.g. Advice is given to the patient regarding delay in the response, giving pre arrival instruction</p>	2	9
7.	Policy/Service Development	<p>Follows policies in own role, may be required to comment Follows workplace policies and may make suggestions for service improvement.</p>	1	5
8.	Financial & Physical Resources	<p>Personal duty of care in relation to equipment, resources used in the course of work Ensure the efficient and effective operation and safe use of equipment at all times, reporting faults in the appropriate manner.</p>	1	5
9.	Human Resources	<p>Provides advice, or demonstrates own activities To provide ad hoc support to less qualified or experienced staff,</p>	1	5



		offering situational advice or guidance within the remit of the role.		
10.	Information Resources	Records personally generated information Inputs call data into computer system e.g. updates the system with new addresses	1	4
11.	Research & Development	Undertakes surveys and audits as necessary to own work; may occasionally participate in equipment testing Undertakes surveys or audits as necessary e.g. finding data to support complaints process; Occasionally participate in equipment testing	1	5
12.	Freedom to Act	Is guided by standard operating procedures. Someone is generally available for reference Follows national protocols and local SOPs when dispatching vehicles. Supervision and advice are generally available for reference.	2	12
13.	Physical Effort	Frequent sitting or standing in restricted position for a substantial proportion of the working time Sits at keyboard or radio telephone most of each shift. In sitting position for long periods wearing a headset to carry out the task of dispatcher.	2(a)	7
14.	Mental Effort	Frequent requirement for concentration where the work pattern is unpredictable: Occasional prolonged concentration concentration on resource allocation and adjustments for escalating issues; Prolonged concentration when dealing with delays in vehicle deployment	3(ab)	12
15.	Emotional Effort	Frequent indirect exposure to distressing or emotional circumstances; occasional indirect exposure to highly distressing or highly emotional circumstances Dealing with urgency for resource allocation and delays; exposure to unexpected deterioration or death of patient being transported	2bc	11
16.	Working Conditions	Use VDU equipment more or less continuously; Occasional exposure to unpleasant working conditions/ Frequent exposure to unpleasant working conditions Utilises for all or most of shift; Occasional/frequently dealing with verbal aggression	2ae – 3a	7 -12
JE Score 216 – 270			Band 3	

Profile Label	Ambulance service - Dispatcher
Job Statement	<ol style="list-style-type: none"> 1. Ensure the effective deployment and efficient management of emergency and non-emergency vehicles. 2. Receives requests for emergency, urgent and routine ambulance services from other call centre staff and then dispatches to appropriate vehicle crews for a response. 3. Referral to and liaison with appropriate services including some direct patient contact.

Factor		Relevant Job Information	JE Level	JE Score
1.	Communication & Relationship Skills	<p>Provide and receive complex, sensitive or contentious information, where persuasive, motivational, negotiating, training, empathic or re-assurance skills required.</p> <p>Communicate incident or condition specific information which may be multi-faceted and complex to other service providers. Respect patient confidentiality whilst giving and receiving patient details. E.g. MRSA, HIV information, Cancer diagnosis, scene safety which needs to be communicated with the crew but not with accompanying relatives or friends. Explain the dynamic decision making for deployment and motivate crews to meet prioritisation of calls.</p> <p>E.g. Provide the EOC Duty Manager with appropriate information for shift end reports i.e. out of performance monitoring/VOR (Vehicle Off Road and down time).</p>	4a	32
2.	Knowledge, Training & Experience	<p>A range of work procedures and practices, some of which are non-routine, which require a base level of theoretical knowledge, acquired through formal training or equivalent experience</p> <p>Level 3 qualification in a relevant subject or equivalent, significant practical experience within EOC (e.g. call handling), Knowledge and training on use of the computer triage system. Ability to deal with emergency calls, understanding of basic anatomy and physiology and recognition of life-threatening conditions. Specific in house training to use advanced key board skills while taking calls.</p>	3	60
3.	Analytical & Judgemental Skills	<p>Range or facts or situations, which require analysis or comparison of a range of options</p> <p>Dynamic assessment of ever-changing incidents e.g. able to manage logistics, adapt response and escalate in emergency conditions, able to adapt to system failures. Decide which is most appropriate vehicle for the incident to assure equal distribution of workload and patient needs are met taking into account staff breaks and shift timings.</p>	3	27
4.	Planning & Organisational Skills	<p>Planning and organisation of straightforward tasks, activities or programmes, some of which may be ongoing</p> <p>Planning activities for staff and allocating work to staff e.g. Co-ordination of staff training and mentoring Work plans constantly reassessed e.g. changing service demand, emergency calls and any other incidents</p>	2	15
5.	Physical Skills	<p>Developed Physical skills obtained through practice where there is a need for speed or accuracy</p> <p>Touch typist, advanced computer operator skills in logging call information accurately, use of multiple screens and headsets in taking the calls.</p>	3a	27
6.	Patient/Client Care	<p>Provides basic clinical advice</p> <p>Needs to be able to give straightforward clinical advice to patients and callers following protocols e.g. during welfare check calls when it is necessary to assess whether patient's condition has changed and giving ongoing support and advice</p>	3c	15
7.	Policy/Service Development	<p>Follows policies in own role, may be required to comment</p> <p>Follows workplace policies and may make suggestions for service improvement.</p>	1	5



8.	Financial & Physical Resources	Personal duty of care in relation to equipment, resources used in course of work Ensure the efficient and effective operation and safe use of equipment at all times, reporting faults in the appropriate manner.	1	5
9.	Human Resources	Provides advice, or demonstrates own activities To provide ad hoc support to less qualified or experienced staff, offering situational advice or guidance within the remit of the role.	1	5
10.	Information Resources	Records personally generated information Inputs call data into computer system e.g. updates the system with new addresses, hospital handover data	1	4
11.	Research & Development	Undertakes surveys and audits as necessary to own work; may occasionally participate in equipment testing Undertakes surveys or audits as necessary; Occasionally participate in equipment testing	1	5
12.	Freedom to Act	Is guided by precedent and clearly defined protocols and procedures. Work is managed rather than supervised, and outcomes are assessed at agreed intervals Guided by standard operating procedures within the control room environment. Works without direct supervision, in dispatching crews. Acts independently within national protocols. e.g. Major incident SOPs are followed but there are occasions where non-routine situations arise, when the dispatcher has to use their initiative to make sure that the incident is covered by the correct resources. May need to escalate to manager on site.	3	21
13.	Physical Effort	Frequent sitting or standing in restricted position for a substantial proportion of the working time Sits at keyboard or radio most of each shift, in sitting position for long periods wearing a headset to carry out the task of dispatcher.	2(a)	7
14.	Mental Effort	There is a frequent requirement for prolonged concentration; there is an occasional requirement for intense concentration On a shift-by-shift basis there is requirement to concentrate continuously dealing with multiple calls and multiple despatch activity at the same time. Required to apply intense concentration e.g. in responding to complex major incidents	4ab	18
15.	Emotional Effort	Frequent indirect exposure to highly distressing or highly emotional circumstances Frequent requirement each shift to deal with distressed callers. E.g. Verbal aggression and the need to de-escalate those situations to ensure correct and relevant information is obtained or Death of patient, traumatic incident, harrowing events	3c	18
16.	Working Conditions	Use VDU equipment more or less continuously; Occasional exposure to unpleasant working conditions/ Frequent exposure to unpleasant working conditions Utilises VDU for all or most of shift. Occasional/frequently dealing with verbal aggressive behaviour of patients	2ae - 3a	7-12
JE Score 271 - 325				Band 4

Profile Label	Ambulance service - Dispatcher – Higher level
Job Statement	<ol style="list-style-type: none"> 1. Ensures dynamic response for the effective deployment and efficient management of emergency and/or non-emergency vehicles and referrals to appropriate services. 2. Ensures KPIs for vehicle response are met. 3. Responsible for operational procedures, planning and allocation of work (e.g. meal breaks and shift timings of road crew staff). 4. Supervises and trains less experienced staff in own work area.

Factor		Relevant Job Information	JE Level	JE Score
1.	Communication & Relationship Skills	<p>Provide and receive complex, sensitive or contentious information, where persuasive, motivational, negotiating, training, empathic or re-assurance skills required.</p> <p>Communicate incident or condition specific information which may be multi-faceted and complex to other service providers. Respect patient confidentiality whilst giving and receiving patient details. E.g. MRSA, HIV information, Cancer diagnosis, scene safety which needs to be communicated with the crew but not with accompanying relatives/friends. Explain the dynamic decision making for deployment and motivate crews to meet prioritisation of calls. E.g. Provide the EOC Duty Manager with appropriate information for shift end reports i.e. out of performance monitoring/VOR (Vehicle Off Road and down time).</p>	4	32
2.	Knowledge, Training & Experience	<p>Understanding of a range of work procedures and practices, the majority of which are non-routine, which require intermediate level theoretical knowledge. This knowledge is normally acquired through formal training or experience.</p> <p>Level 3 qualification in a relevant subject or equivalent plus significant practical experience within Emergency Operation Centre (e.g. call handling) plus relevant specialist short courses in Dispatch or equivalent.</p> <p>Knowledge and training on use of the computer triage system and hold Emergency Medical Dispatcher Certification.</p> <p>Proven and ongoing competence in applying relevant national and local performance measurements ensuring quality outcomes e.g. topography, safeguarding, mentoring and or coaching, Joint emergency service interoperability programme (JESIP), ambulance resourcing.</p>	4	88
3.	Analytical & Judgemental Skills	<p>Judgements involving complex facts or situations, which require the analysis, interpretation, and comparison of a range of options</p> <p>Dynamic assessment of ever-changing incidents. Assess and determine appropriate dispatch of services in response to critical traumatic incidents, the post holder will be required to decide and organise multiple responses, deploying a range of different vehicles in response to complex and changeable situations e.g. determine appropriateness of deploying Rapid Response Vehicle or helicopter along with judgements on the capability and suitability of the environment resources are being deployed to and determine appropriate crew to respond.</p>	4	42
4.	Planning & Organisational Skills	<p>Planning and organisation of straightforward tasks, activities or programmes, some of which may be ongoing</p> <p>Planning activities for staff and allocating work to staff e.g. organising operational duties for the team.</p> <p>Need to constantly reassess workplans e.g. changing service demand, or calls and any other incidents</p>	2	15



5.	Physical Skills	Developed Physical skills obtained through practice where there is a need for speed or accuracy Touch typist, advanced computer operator skills in logging call information accurately, use of multiple screens and headsets in taking the calls.	3	27
6.	Responsibility for Patient/Client Care	Provides basic clinical advice Needs to be able to give straightforward clinical advice directly to patients and callers following national protocols e.g. during welfare check calls when it is necessary to assess whether patient's condition has changed and giving ongoing support and advice	3c	15
7.	Responsibility for Policy/Service Development	Implements policies for own work area and proposes changes to working practices or procedures for own work area Supports the delivery of the Service Delivery Plan. Follows and implements changes to procedures and policies as appropriate within own work area. Contributes to formal policy discussions.	2	12
8.	Responsibility for Financial & Physical Resources	Personal duty of care in relation to equipment, resources used in course of work Ensure the efficient and effective operation and safe use of equipment at all times, reporting faults in the appropriate manner	1	5
9.	Responsibility for Human Resources	Responsible for day-to-day supervision or co-ordination of staff within a section or function; Regularly responsible for providing training in own discipline Allocates work and reviews performance across dispatch function; To undertake training, coaching and mentoring of newly appointed staff in dispatch functions	2ac	12
10.	Responsibility for Information Resources	Occasional requirement to use computer software to develop or create statistical reports requiring formulae Uses bespoke software systems, Creates reports e.g. rest break compliance, shift overruns and target response compliance	2b	9
11.	Responsibility for Research & Development	Undertakes surveys and audits as necessary to own work; may occasionally participate in equipment testing Undertakes surveys or audits as necessary; Occasionally participate in equipment testing	1	5
12.	Freedom to Act	Is guided by precedent and clearly defined occupational policies, protocols and procedures or codes of conduct. Work is managed, rather than supervised and results/outcomes are assessed at agreed intervals Guided by standard operating procedures within the control room environment. Works without direct supervision, in dispatching crews. Acts independently within national protocols. e.g. Major incident SOPs are followed but there are occasions where non-routine situations arise, when the dispatcher has to use their initiative to make sure that the incident is covered by the correct resources. May need to escalate to manager on site.	3	21
13.	Physical Effort	Frequent sitting or standing in restricted position Sits at keyboard or radio telephone most of each shift. In sitting position for long periods wearing a headset to carry out the task of dispatcher.	2(a)	7
14.	Mental Effort	There is a frequent requirement for prolonged concentration; there is an occasional requirement for intense concentration On a shift-by-shift basis there is requirement to concentrate continuously dealing with multiple calls and multiple despatch activity at the same time; Required to apply intense concentration e.g. in responding to complex major incidents	4ab	18
15.	Emotional Effort	Occasional exposure to highly distressing or highly emotional circumstances; Frequent indirect exposure to highly distressing or highly emotional circumstances	3bc	18



		Dealing with distressed callers and challenging behaviour during welfare check calls; Frequent exposure to distressing situations. E.g. overhearing incidents, liaising with other professionals on the frontline – supporting those subject to verbal and or physical abuse		
16.	WorkingConditions	Requirement to use VDU equipment more or less continuously on most days; Occasional exposure to unpleasant working conditions/Frequent exposure to unpleasant working conditions Uses VDU equipment for all or most of shift; Occasional/frequently dealing with verbal aggressive behaviour of callers	2ae – 3a	7 - 12
JE Score 326 – 395			Band 5	

Profile Label	Ambulance service - Duty/Shift Officer – Control Centre
Job Statement	<ol style="list-style-type: none"> 1. Ensure the effective organisation of the shift and deployment of resources, having oversight of planned and spontaneous events, managing the impact on resources or the continuity of business as usual within the shift. 2. Ensure compliance, quality and performance standards are met. 3. Manages/supervises control centre staff and expenses

Factor		Relevant Job Information	JE Level	JE Score
1.	Communication & Relationship Skills	<p>Provide and receive complex, sensitive, or contentious information, where persuasive, motivational, negotiating, training, empathic or re-assurance skills required.</p> <p>Engage in difficult and challenging conversations with staff and other professionals, in which the post holder must ensure that they address the objective of the conversation in a clear and positive manner, appreciate the needs of recipients – for example, Major incident – debriefs, sensitive case meetings including formal process meeting (attendance, employee concern), reporting untoward incidents, delays, failures to appropriate managers.</p> <p>Overcome barriers and resolve issues of conflicting priorities using effective interpersonal skills for example -Resolve staffing issues and conflicts including those arising between operational divisions and control room.</p>	4a	32
2.	Knowledge, Training & Experience	<p>Understanding of a range of work procedures and practices, which require expertise within a specialism or discipline, underpinned by theoretical knowledge or relevant practical experience.</p> <p>Expertise and proficiency in the full range of control centre activity gained through substantial experience in call handler and dispatch operations including expert knowledge of computer-based information systems, protocols for dispatch, triage training, rostering, risk management and resource planning.</p> <p>Plus short courses, for example in mentoring, audit, management and leadership, or experience, preferably in a critical decision-making environment.</p>	5	120
3.	Analytical & Judgemental Skills	<p>Judgements involving complex facts or situations, which require the analysis, interpretation, and comparison of a range of options</p> <p>Dynamic evaluation of workflow considering options to develop a solution response and to anticipate when the Service would be able to offer assistance and support to other agencies.</p> <p>Evaluate and make informed decisions during activation of major incident plan, e.g. assess surge in demand, evacuation, systems failure response.</p> <p>Monitor compliance of operational procedures to ensure high quality call-taking and dispatch services.</p> <p>Analysis of reports covering control centre KPI's requiring comparison of complex information.</p>	4	42
4.	Planning & Organisational Skills	<p>Planning and organisation of straightforward tasks, activities, or programmes, some of which may be ongoing / planning and organisation of a number of complex activities or programmes, which require the formulation and adjustment of plans</p> <p>Lead the delivery of planned activity to ensure operational compliance and response times.</p>	2 – 3	15 - 27



		<p>Arrangements for staff management activity - Planning 1-2-1s and PDRs/Reviewing staff rotas, allocating and re-allocating work to staff to meet service demand.</p> <p>Organising the deployment of other professionals and agencies to meet service demand e.g. critical incidents.</p>		
5.	Physical Skills	<p>Skills obtained through practice over time or during practical training</p> <p>Keyboard skills</p>	2	15
6.	Responsibility for Patient/Client Care	<p>Assists patients/clients/relatives during incidental contacts</p> <p>Incidental contact with service users</p>	1	4
7.	Responsibility for Policy/Service Development	<p>Implements policies for own work area and proposes changes to working practices or procedures for own work area/ proposes policy or service changes which impact beyond own area of activity</p> <p>Review performance and makes suggestions for improvement and implements agreed action plan for the team / Represent EOC within the organisation, e.g. working groups – to propose changes to policy impacting on cross service working or working practices.</p>	2 -3	12 - 21
8.	Responsibility for Financial & Physical Resources	<p>Authorised signatory for small cash/cash or financial payments</p> <p>Autonomy for authorisation of travel expenses or overtime within in line with organisational procedures and sign off of time sheets less than/more than £1000 per month.</p>	2d - 3a	12-21
9.	Responsibility for Human Resources	<p>Responsible for day-to-day management of a group of staff</p> <p>All aspects of day-to-day management including allocation of work and absence management.</p> <p>Participate in the recruitment and induction of staff, e.g. sit on interview panel</p> <p>Responsible for development of team and team members including undertaking skills gap analysis, identifying training needs and delivery of training.</p> <p>Performance management and developing collaborative remedies to support capability or undertaking disciplinary or grievance processes.</p>	3a	21
10.	Responsibility for Information Resources	<p>Occasional / Regular requirement to use computer software to develop or create statistical reports requiring formulae</p> <p>Produce and collate analytical and statistical information on an occasional/regular basis. For example, Produce statistical information on call, response, and performance data for regular reporting using statistical reporting and formulae.</p>	2-3	9-16
11.	Responsibility for Research & Development	<p>Occasionally participate in equipment testing</p> <p>Undertakes survey and audits as necessary to own work.</p>	1	5
12.	Freedom to Act	<p>Is guided by precedent and clearly defined protocols and procedures. Work is managed rather than supervised and results, outcomes are assessed at agreed intervals</p> <p>Works without direct supervision but within parameters of policies, protocols, and procedures with discretion to move outside of these for unplanned and life-threatening events. Line management and leadership responsibilities.</p>	3	21
13.	Physical Effort	<p>There may be a requirement to exert light physical effort for short periods</p> <p>Combination of sitting / standing.</p>	1	3



14.	Mental Effort	Frequent requirement for concentration where the work pattern is unpredictable/There is an occasional requirement for intense concentration Required to continuously monitor activity, staffing levels, and performance, changing tasks to respond to operational situations/ Occasionally required to apply intense concentration e.g. in responding to complex major incidents	3a - 4b	12-18
15.	Emotional Effort	Occasional/frequent exposure to distressing or emotional circumstances Providing support and direction to a large team of people, dealing with distressing circumstances, including fatalities and staff under emotional stress. Dealing with disciplinary and grievance issues.	2a- 3a	11 -18
16.	Working Conditions	Occasional exposure to unpleasant working conditions; Use VDU equipment more or less continuously. Dealing with complaints from or aggressive behaviour of service users; Use of VDU equipment throughout shift.	2 ae	7
JE Score 326 - 395			Band 5	

Profile Label	Ambulance service - Duty Manager
Job Statement	<p>1. Ensure the effective organisation of the shift and deployment of resources, having oversight of planned and spontaneous events, managing the impact on resources or the continuity of business as usual within the shift.</p> <p>2. Ensure compliance, quality and performance standards are met.</p> <p>3. Manages control centre staff</p> <p>4. Responsibility for computer systems</p>

Factor		Relevant Job Information	JE Level	JE Score
1.	Communication & Relationship Skills	<p>Provide and receive complex, sensitive, or contentious information, where persuasive, motivational, negotiating, training, empathic or re-assurance skills required.</p> <p>Engage in difficult and challenging communications with staff and other professionals, in which the post holder must ensure that they deliver information in a clear and positive manner, appreciate the needs of recipients and respecting confidentiality. Examples include clinical briefings, Major incident debriefs, sensitive case meetings including formal process meeting (attendance, employee concern), reporting untoward incidents, delays, failures to appropriate managers. Overcome barriers and resolve issues of conflicting priorities using effective interpersonal skills for example -Resolve staffing issues and conflicts including those arising between operational divisions and control room.</p>	4a	32
2.	Knowledge, Training & Experience	<p>Understanding of a range of work procedures and practices, which require expertise within a specialism or discipline, underpinned by theoretical knowledge or relevant practical experience.</p> <p>Expertise and proficiency in the full range of control centre activity gained through substantial experience in call handler and dispatch operations including expert knowledge of computer-based information systems, protocols for dispatch, triage training, rostering, risk management and resource planning. Specialist knowledge demonstrated by Joint Emergency Services Interoperability Programme (JESIP) courses and certificates. Educated to degree level or equivalent. Plus short courses, for example in mentoring, audit, management and leadership, or experience, preferably in a critical decision-making environment that demonstrate additional breadth of knowledge to post graduate level or equivalent.</p>	6	156
3.	Analytical & Judgemental Skills	<p>Judgements involving complex facts or situations, which require the analysis, interpretation, and comparison of a range of options.</p> <p>Dynamic evaluation of workflow considering options to develop a solution response and to anticipate when the Service would be able to offer assistance and support to other agencies. Evaluate and make informed decisions during activation of major incident plan, e.g., assess surge in demand, evacuation, systems failure response. Monitor compliance of operational procedures to ensure high quality call-taking and dispatch services. Analysis of reports covering control centre KPI's requiring comparison of complex information.</p>	4	42
4.	Planning & Organisational Skills	<p>Planning and organisation of straightforward tasks, activities, or programmes, some of which may be ongoing / planning and organisation of a number of complex activities or programmes, which require the formulation and adjustment of plans.</p> <p>Lead the delivery of planned activity to ensure operational compliance and response times.</p>	2 - 3	15 - 27



		Arrangements for staff management activity - Planning 1-2-1s and PDRs/Reviewing staff rotas, allocating and re-allocating work to staff to meet service demand. Organising the deployment of other professionals and agencies to meet service demand e.g., critical incidents.		
5.	Physical Skills	Skills obtained through practice over time or during practical training. Keyboard skills	2	15
6.	Responsibility for Patient/Client Care	Assists patients/clients/relatives during incidental contacts. Incidental contact with service users	1	4
7.	Responsibility for Policy/Service Development	Implements policies for own work area and proposes policy or service changes which impact beyond own area of activity. Represents EOC in organisation wide discussions re service change and deployment. Influences the options and outcomes of operational working groups – e.g., tenders, cross service working party/projects looking at working practices (streamlining). Implements changes within EOC or work area. Leads discussions on policies, procedures and protocols, SOPs within work area. Proposes changes for improvement of working practices withing the EOC.	3	21
8.	Responsibility for Financial & Physical Resources	Authorised signatory for cash or financial payments. Autonomy to authorise overtime in line with organisational procedures and sign off time sheets over £1000 per month	3a	21
9.	Responsibility for Human Resources	Responsible for line management of a single function or department Line management responsibility for call centre. Responsible for all staff related issues including recruitment, communication, grievance and discipline, health, safety and welfare, work allocation, recording attendance management of sickness absence and annual leave, and the accurate and timely compilation of payroll documentation.	4a	32
10.	Responsibility for Information Resources	Regular requirement to use computer software to develop or create statistical reports requiring formulae. Produce statistical information on call, response, and performance data for regular reporting to senior management– using statistical reporting and formulae.	3	16
11.	Responsibility for Research & Development	Occasionally participate in equipment testing Undertakes survey and audits as necessary to own work.	1	5
12.	Freedom to Act	Expected results are defined but the post holder decides how they are best achieved and is guided by principles and broad occupational policies or regulations. Works on own initiative, operates within broad policies and procedures, responsibility for specific area of service delivery.	4	32
13.	Physical Effort	There may be a requirement to exert light physical effort for short periods. Combination of sitting / standing	1	3
14.	Mental Effort	There is a frequent requirement for prolonged concentration; there is an occasional requirement for intense concentration.	4ab	18



		<p>On a shift-by-shift basis there is requirement to concentrate continuously overseeing multiple activities at the same time; Required to apply intense concentration e.g., in responding to complex major incidents, monitoring of all incoming calls or cases and despatch of resourcing including oversight of clinical support desk cases.</p> <p>The Post holder may be required to represent the service at Fatal Accident Inquiries.</p>		
15.	Emotional Effort	<p>Frequent exposure to distressing or emotional circumstances; Frequent indirect exposure to highly distressing or highly emotional circumstances</p> <p>Dealing with disciplinary and grievance issues; Providing support and direction to a large team of people who are dealing with distressing circumstances, including fatalities and staff under emotional stress, including dealing with abusive or aggressive callers.</p>	3ac	18
16.	WorkingConditions	<p>Occasional exposure to unpleasant working conditions; Use VDU equipment more or less continuously.</p> <p>Dealing with complaints from or aggressive behaviour of service users; Use of VDU equipment throughout shift</p>	2ae	7
JE Score 396 - 465			Band 6	

Profile Label	Ambulance service - Clinical Advisor
Job Statement	<ol style="list-style-type: none"> 1. Provides specialised clinical assessment, advice and health information to patients/callers including liaison with and referral other healthcare services and professionals e.g. Out of Hours or Primary Care services and other specialist services e.g. dental services. 2. Ensures patient safety through welfare and re-assessment calls to service users 3. Provides specialised clinical advice and support to colleagues within the call centre (including mentoring new staff) 4. Monitors surge demand and clinical risk management.

Factor		Relevant Job Information	JE Level	JE Score
1.	Communication & Relationship Skills	<p>Providing and receiving complex, sensitive or contentious information, where persuasive, motivational, negotiating, training, empathic or re-assurance skills are required. This may be because agreement or cooperation is required or because there are barriers to understanding.</p> <p>Providing and receiving highly complex, highly sensitive or highly contentious information, where developed persuasive, motivational, negotiating, training, empathic or re-assurance skills are required. This may be because agreement or co-operation is required or because there are barriers to understanding.</p> <p>Providing and receiving complex, sensitive or contentious information, where there are significant barriers to acceptance which need to be overcome using developed interpersonal and communication skills such as would be required when communicating in a hostile, antagonistic or highly emotive atmosphere.</p> <p>Communicates and receives complex sensitive/ highly sensitive, confidential information to patients and callers requiring empathy, persuasion, and reassurance. Some may have specific requirements such as barriers to understanding language or learning needs; patients or callers can often be hostile, antagonistic</p>	4a - 5ac	32-45
2.	Knowledge, Training & Experience	<p>Specialist knowledge across the range of work procedures and practices, underpinned by theoretical knowledge or relevant practical experience.</p> <p>Professional clinical knowledge to degree level qualification or equivalent, supplemented by Post Graduate diploma level training or experience, short courses relevant to tele-medicine. Hold relevant professional registration i.e. HCPC / NMC. Demonstrable competence in using technology and be IT competent i.e. use computerised systems, database software or healthcare systems</p>	6	156
3.	Analytical & Judgemental Skills	<p>Judgements involving complex facts or situations, which require the analysis, interpretation and comparison of a range of options.</p> <p>Use critical thinking and decision-making skills to analyse, assess and interpret complex and varied patient needs in differing locations and situations. Makes complex clinical judgements in a busy and fast-moving situation, assessing needs and priorities, considers and evaluates alternative pathways incorporating patient safety planning. Occasional</p>	4	42



		requirement to allocate or re-allocate resources to meet ever changing clinical needs.		
4.	Planning & Organisational Skills	Planning and organisation of straightforward tasks, activities or programmes, some of which may be ongoing. Organise mentoring programme for new staff. Manage own workload to prioritise patient needs, considering all risk factors. May escalate or deescalate the category, based on clinical needs.	2	15
5.	Physical Skills	The post requires developed physical skills to fulfil duties where there is a specific requirement for speed or accuracy. This level of skill may be required for advanced or high-speed driving; advanced keyboard use; advanced sensory skills or manipulation of objects or people with narrow margins for error Advanced computer operator skills in logging call information accurately, use of multiple screens and headsets in taking calls.	3a	27
6.	Responsibility for Patient/Client Care	Provide specialised advice in relation to care of patients and clients Provides specialist advice and information to patients and callers in regard to a range of clinical conditions, emergency, critical clinical conditions and general health care. Accountable for clinical practice and decision making in relation to patient care.	5c	30
7.	Responsibility for Policy/Service Development	Follows policies in own role which are determined by others; no responsibility for service development, but may be required to comment on policies, procedures or possible developments/ Implements policies for own work area and proposes changes to working practices or procedures for own work area. Follows policies, protocols, may comment/proposes changes to protocols, working procedures.	1-2	5-12
8.	Responsibility for Financial & Physical Resources	Observes personal duty of care in relation to equipment and resources used in course of work. Careful use of computer workstation and homeworking equipment as provided, reports faults	1	5
9.	Responsibility for Human Resources	Regularly responsible for professional or clinical supervision of a small number of qualified staff or students Mentors and provides clinical supervision to new advisers or students and advice to call handlers. Allocation of work to meet service needs and using resources appropriately.	2b	12
10.	Responsibility for Information Resources	Records personally generated information Records patient information, call details and action taken using the computer software or written records, in line with local policies, guidelines and procedures	1	4
11.	Responsibility for Research & Development	Undertakes surveys or audits, as necessary to own work; may occasionally participate in R&D, clinical trials, or equipment testing. Takes part in staff surveys and audits.	1	5
12.	Freedom to Act	Is guided by precedent and clearly defined occupational policies, protocols, procedures, or codes of conduct. Work is managed rather than supervised Works within codes of practice and professional guidelines; professional accountability including autonomous clinical decision making.	3	21
13.	Physical Effort	There is a frequent requirement for sitting or standing in a restricted position for a substantial proportion of the working time Keyboard use and use of headsets for substantial proportion of shift	2a	7



14.	Mental Effort	There is a frequent requirement for prolonged concentration, or there is an occasional requirement for intense concentration Prolonged concentration for complex calls.	4a, b	18
15.	Emotional Effort	Frequent exposure to distressing or emotional circumstances/ Occasional exposure to traumatic circumstances Deals with distressed callers in urgent, emergency and critical situations.	3a /4a	18- 25
16.	WorkingConditions	Occasional exposure to unpleasant working conditions or requirement to use Visual Display Unit equipment more or less continuously on most days/ Frequent exposure to unpleasant working conditions Frequent (several times a week with several occurrences on each shift) exposure to Verbal aggression, VDU use.	2a,e 3a	7-12
JE Score 396 - 465				Band 6

Profile Label	Ambulance service - Clinical advice team manager
Job Statement	<ol style="list-style-type: none"> 1. Provides specialised clinical assessment, advice and health information to patients/callers including liaison with and referral other healthcare services and professionals e.g. Out of Hours or Primary Care services and other specialist services e.g. dental services 2. Undertakes follow up calls to patients with complex medical needs and ensures patient safety through welfare and re-assessment calls to service users 3. Provides specialised clinical advice and support to colleagues within the call centre and manages clinical advisers 4. Manages team including performance standards and policies. Manages surge demand and call stack /risk management

Factor		Relevant Job Information	JE Level	JE Score
1.	Communication & Relationship Skills	<p>Providing and receiving highly complex, highly sensitive or highly contentious information, where developed persuasive, motivational, negotiating, training, empathic or re-assurance skills are required. This may be because agreement or co-operation is required or because there are barriers to understanding</p> <p>Communicates and receives complex highly sensitive, confidential information to patients and callers requiring empathy, persuasion and reassurance. Some may have specific requirements such as barriers to understanding (language); patients or callers can often be hostile, antagonistic</p>	5(a)	45
2.	Knowledge, Training & Experience	<p>Specialist knowledge across range of procedures underpinned by theoretical knowledge or relevant practical experience</p> <p>Professional clinical knowledge acquired to degree level qualification or equivalent supplemented by Post Graduate diploma level training or experience, short courses relevant to tele-medicine. Hold relevant professional registration i.e. HCPC / NMC.</p> <p>Demonstrable competence in using technology and be IT competent i.e. use specialized systems, database software or healthcare systems</p>	6	156
3.	Analytical & Judgemental Skills	<p>Judgements involving complex facts or situations, which require the analysis, interpretation and comparison of a range of options.</p> <p>Use critical thinking and decision-making skills to analyse, assess and interpret complex and varied patient needs in differing locations and situations. Makes complex clinical judgements in a busy and fast-moving situation, assessing needs and priorities, considers and evaluates alternative pathways incorporating patient safety planning. Occasional requirement to allocate or re-allocate resources to meet ever changing service needs.</p>	4	42
4.	Planning & Organisational Skills	<p>Planning and organisation of straightforward tasks, activities or programmes, some of which may be ongoing/ Planning and organisation of a number of complex activities or programmes, which require the formulation and adjustment of plans.</p> <p>Planning and adjusting staff rotas, allocating work to staff. Manage workloads to prioritise patient needs, considering all risk factors. Allocation of resources to meet KPIs .</p>	2 - 3	15- 27



5.	Physical Skills	<p>The post requires developed physical skills to fulfil duties where there is a specific requirement for speed or accuracy. This level of skill may be required for advanced or high-speed driving; advanced keyboard use; advanced sensory skills or manipulation of objects or people with narrow margins for error</p> <p>Advanced computer operator skills in logging call information accurately, use of multiple screens and headsets in taking the calls.</p>	3a	27
6.	Responsibility for Patient/Client Care	<p>Provide specialised advice in relation to care of patients and clients.</p> <p>Provides specialist advice and information to patients and callers in regard to a range of clinical conditions, emergency, critical clinical conditions and general health care. Accountable for clinical practice and decision making in relation to patient care</p>	5c	30
7.	Responsibility for Policy/Service Development	<p>Implements policies for own work area and proposes policy or service changes which impact beyond own area of activity.</p> <p>Implements changes to protocols and working procedures which have an impact on other parts of the service e.g. involved in developing and writing policies and Standard Operating Procedures that impact across the control centre(s).</p>	3	21
8.	Responsibility for Financial & Physical Resources	<p>Authorised signatory for small cash or financial payments.</p> <p>Sign off for small departmental payments e.g. for bank and overtime</p>	2d	12
9.	Responsibility for Human Resources	<p>Responsible as line manager for single function or department.</p> <p>Manages clinical advisers, undertakes PDRs and one to ones, performance management, disciplinary, grievance, recruitment. Allocation of work to meet service needs and appropriate use of resources.</p>	4(a)	32
10.	Responsibility for Information Resources	<p>Records personally generated information.</p> <p>Records patient information, call details and action taken using the computer software or written records, in line with local policies, guidelines and procedures. Record staff information e.g. rotas, annual leave</p>	1	4
11.	Responsibility for Research & Development	<p>Undertakes surveys or audits, as necessary to own work; may occasionally participate in R&D, clinical trials or equipment testing/Regularly undertake R&D activity as a requirement of the job</p> <p>Takes part in staff surveys and audits/ Regularly undertakes complex audits & surveys of callers. Required to undertake audits in relation to departmental activities.</p>	2(a)	12
12.	Freedom to Act	<p>Expected results are defined but the postholder decides how they are best achieved and is guided by principles and broad occupational policies or regulations.</p> <p>Professional accountability including autonomous clinical decision making, manages team and interprets policy in relation to their area.</p>	4	32
13.	Physical Effort	<p>A combination of sitting, standing and walking with little requirement for physical effort. There may be a requirement to exert light physical effort for short periods.</p> <p>Keyboard use and use of headsets for substantial proportion of shift</p>	2a	7
14.	Mental Effort	<p>There is a frequent requirement for prolonged concentration; there is an occasional requirement for intense concentration.</p> <p>Concentration for calls, interruptions from staff, prolonged concentration for complex calls where the work pattern could</p>	4ab	18



		be unpredictable		
15.	Emotional Effort	Frequent exposure to highly distressing or emotional circumstances and occasional exposure to traumatic circumstances. Deals with distressed callers in urgent, emergency and critical situations	4	25
16.	Working Conditions	Occasional exposure to unpleasant working conditions or requirement to use Visual Display Unit equipment more or less continuously on most days/ Frequent exposure to unpleasant working conditions Frequent (several times a week with several occurrences on each -shift) exposure to Verbal aggression, VDU use.	2ae - 3a	7-12
JE Score 466 - 539			Band 7	

Profile Suite and Label	Emergency Services – Patient Transport Services Patient Carer
Job Statement	<ol style="list-style-type: none"> 1. Collects low dependency, ambulatory patients and escorts to vehicle 2. Drives passenger vehicle to and from hospitals, clinics, departments 3. Escorts patients to appropriate clinic or department

Factor		Level descriptor and example job information	JE Level	JE Score
1.	Communication & Relationship Skills	<p>Providing and receiving routine information which requires tact or persuasive skills or where there are barriers to understanding.</p> <p>Range of condition related exchanges with service users and relatives requiring empathy, reassurance and persuasive skills.</p>	3a	21
2.	Knowledge, Training & Experience	<p>Understanding of a range of routine work procedures possibly outside immediate work area, which would require a combination of on-the-job training and a period of induction.</p> <p>Procedures for driving, collecting and conveying patients and giving basic first aid, acquired through on-the-job training.</p>	2	36
3.	Analytical & Judgemental Skills	<p>Judgements involving facts or situations, some of which require analysis</p> <p>Assesses basic patient mobility before and during transport, checks vehicle safety against predetermined list prior to driving.</p>	2	15
4.	Planning & Organisational Skills	<p>Planning and organisation of a number of straightforward tasks, activities or programmes, some of which may be ongoing</p> <p>Plans route, adjusts for road traffic conditions.</p>	2	15
5.	Physical Skills	<p>Physical skills which are normally obtained through practice over a period of time or during practical training e.g. standard driving or keyboard skills, use of some tools and types of equipment.</p> <p>Driving low dependency, ambulatory patients to and from appointments.</p>	2	15
6.	Patient/Client Care	<p>Provides personal care to patients/clients.</p> <p>Provides transport and escort services.</p>	3a	15
7.	Policy/Service Development	<p>Follows policies in own role which are determined by others; no responsibility for service development, but may be required to comment on policies, procedures or possible developments.</p> <p>Follows ambulance service policies and procedures.</p>	1	5
8.	Financial & Physical Resources	<p>Regularly handles or processes cash, cheques, patients' valuables; Responsible for the safe use of expensive or highly complex equipment.</p> <p>Responsible for ensuring safe keeping of patient valuables during transportation; Responsible for the safe driving of vehicle.</p>	2ae	12



9.	Human Resources	Provides advice or demonstrates own activities or workplace routines to new or less experienced employees in own work area. May demonstrate duties to new staff.	1	5
10.	Information Resources	Records personally generated information Maintains records as appropriate e.g. vehicle usage.	1	4
11.	Research & Development	Undertakes surveys or audits, as necessary to own work; may occasionally participate in R&D, clinical trials, or equipment testing. Completes e.g. staff surveys, occasionally involved in equipment trials, clinical audits.	1	5
12.	Freedom to Act	Is guided by standard operating procedures, good practice, established precedents and understands what results or standards are to be achieved. Someone is generally available for reference and work may be checked on a sample/random basis. Supervision available by radio. Discretion in planning own route.	2	12
13.	Physical Effort	Frequent requirement to exert moderate effort for several short periods during shift. Assists patients several times during a shift into and out of the vehicle. May include wheelchair users.	3c	12
14.	Mental Effort	There is a frequent requirement for concentration where the work pattern is predictable with few competing demands for attention; there is an occasional requirement for concentration where the work pattern is unpredictable. Drives patients following a daily schedule; work pattern is unpredictable e.g. road conditions may require changing the route of some journeys.	2ab	7
15.	Emotional Effort	Frequent distressing or emotional circumstances Transporting patients with a variety of conditions e.g. life changing or distressing conditions. Patients may be anxious, upset, or angry.	3a	18
16.	Working Conditions	Frequent unpleasant conditions Smells, body odours, verbal aggression, bad weather.	3a	12
JE Score 194			Band 2	

Profile Suite and Label	Emergency services - Patient Transport Services Patient Carer, Higher level
Job Statement	<ol style="list-style-type: none"> 1. Collects high dependency, non-ambulatory patients and escorts to vehicle 2. Drives passenger vehicle to and from hospitals, clinics, departments 3. Escorts patients to appropriate clinic or department

Factor		Level descriptor and example job information	JE Level	JE Score
1.	Communication & Relationship Skills	<p>Providing and receiving routine information which requires tact or persuasive skills or where there are barriers to understanding.</p> <p>Range of condition related exchanges with service users and relatives requiring empathy, reassurance and persuasive skills.</p>	3a	21
2.	Knowledge, Training & Experience	<p>Understanding of a range of routine work procedures possibly outside immediate work area, which would require a combination of on-the-job training and a period of induction.</p> <p>Procedures for driving, collecting and conveying patients and giving basic first aid, acquired through on the job training. Passenger Carrying Vehicle or Ambulance Driving Test or equivalent is required.</p>	2	36
3.	Analytical & Judgemental Skills	<p>Judgements involving facts or situations, some of which require analysis</p> <p>Assesses basic patient mobility before and during transport, checks vehicle safety against predetermined list prior to driving</p>	2	15
4.	Planning & Organisational Skills	<p>Planning and organisation of a number of straightforward tasks, activities or programmes, some of which may be ongoing</p> <p>Plans route, adjusts for road traffic conditions.</p>	2	15
5.	Physical Skills	<p>Developed physical skills to fulfil duties where there is a specific requirement for speed or accuracy. This level of skill may be required for advanced or high-speed driving; advanced keyboard use; advanced sensory skills or manipulation of objects or people with narrow margins for error.</p> <p>Skills required to manoeuvre vehicles used to transport non-ambulatory patients where accuracy is required</p>	3a	27
6.	Patient/Client Care	<p>Provides personal care to patients/clients.</p> <p>Provides transport and escort services. May be required to assist patients to administer their own oxygen.</p>	3a	15
7.	Policy/Service Development	<p>Follows policies in own role which are determined by others. No responsibility for service development, but may be required to comment on policies, procedures or possible developments</p> <p>Follows ambulance service policies and procedures.</p>	1	5
8.	Financial & Physical Resources	<p>Regularly handles or processes cash, cheques, patients' valuables; Responsible for the safe use of expensive or highly complex equipment.</p> <p>Responsible for ensuring safe keeping of patient valuables during transportation; Responsible for the safe driving of vehicle.</p>	2ae	12



9.	Human Resources	Provides advice or demonstrates own activities or workplace routines to new or less experienced employees in own work area. May demonstrate duties to new staff.	1	5
10.	Information Resources	Records personally generated information Maintains records as appropriate e.g. vehicle usage.	1	4
11.	Research & Development	Undertakes surveys or audits, as necessary to own work, may occasionally participate in R&D, clinical trials, or equipment testing. Completes e.g. staff surveys, occasionally involved in equipment trials, clinical audits.	1	5
12.	Freedom to Act	Is guided by standard operating procedures, good practice, established precedents and understands what results or standards are to be achieved. Someone is generally available for reference and work may be checked on a sample/random basis. Supervision available by radio. Discretion in planning own route.	2	12
13.	Physical Effort	Frequent requirement to exert moderate effort for several short periods during shift/ frequent requirement to exert moderate physical effort for several long periods during a shift; there is an occasional requirement to exert intense physical effort for several short periods during a shift. Assists patients several times during a shift into and out of the vehicle. May include wheelchair users/ Moving patients in wheelchairs, with mechanical aids; lifting patients; Requirement to transport non-ambulatory patients.	3c-4bc	12-18
14.	Mental Effort	Frequent requirement for concentration where the work pattern is predictable with few competing demands for attention or an occasional requirement for concentration where the work pattern is unpredictable. Drives patients following a daily schedule. There is a requirement for concentration, during driving duties and occasionally where the work pattern is unpredictable e.g. road conditions may require changing the route of some journeys.	2ab	7
15.	Emotional Effort	Frequent distressing or emotional circumstances Transporting patients with a variety of conditions e.g. life changing or distressing conditions. Patients may be anxious, upset, or angry.	3a	18
16.	Working Conditions	Frequent unpleasant conditions Smells, body odours, verbal aggression, bad weather	3a	12
JE Score 221 - 227			Band 3	

Profile Suite and Label	Emergency Services - Ambulance Practitioner
Job Statement	<ol style="list-style-type: none"> 1. Responds to emergencies, urgent and routine calls, delivers treatment 2. Undertakes emergency driving; lifts and carries patients 3. Undertakes daily vehicle checks, check and re-stock equipment and supplies.

Factor		Level descriptor and example job information	JE Level	JE Score
1.	Communication & Relationship Skills	<p>Provide and receive complex or sensitive information; barriers to understanding</p> <p>Communicates condition related information to patients, clients and relatives, and clinical staff at handover; where there may be difficulties to understanding, requires empathetic and reassurance skills</p>	4a	32
2.	Knowledge, Training & Experience	<p>Range of work procedures and practices, base level theoretical knowledge</p> <p>Knowledge of procedures for emergency and other urgent situations; acquired through a programme of in-house classroom based and on the job training, or a relevant level 3 vocational qualification. Competence against any internal framework will be signed off by supervisor and/or training provider.</p>	3	60
3.	Analytical & Judgemental Skills	<p>Judgements involving facts or situations, some of which require analysis</p> <p>Makes judgements which require assessment of facts; determine whether situation needs referring to senior clinician or not according to scope of practice.</p>	2	15
4.	Planning & Organisational Skills	<p>Organise own day to day work tasks or activities/ Planning and organisation of straightforward tasks, activities or programmes, some of which may be ongoing.</p> <p>Plans, organises own tasks/ Assist in on-scene activities as part of response team.</p>	1-2	6-15
5.	Physical Skills	<p>Developed physical skills, manipulation of objects, people; narrow margins for error; highly developed physical skills, accuracy important, manipulation of fine tools, materials</p> <p>Dexterity, co-ordination & sensory skills for high-speed driving, lifting & moving patients, clinical procedures requiring hand eye coordination</p>	3ab	27
6.	Patient/Client Care	<p>Implement clinical care, care packages; provide advice in relation to care</p> <p>Delivers emergency and medical treatment as part of the response team and within clinical guidelines. May include referring to alternative care provision or seeking clinical validation for discharging certain call categories; provides advice to patients</p>	4ac	22
7.	Policy/Service Development	<p>Follows policies in own role which are determined by others; no responsibility for service development, but</p>	1	5



		may be required to comment on policies, procedures or possible developments. Follows ambulance service policies, may comment on proposals for change		
8.	Financial & Physical Resources	Handle cash, valuables; safe use of equipment other than that used personally; maintain stock control; safe use of expensive equipment. Removes and passes patient belongings to clinical staff; ensure ambulance equipment is safe; maintains and secures stocks of drugs; safe use of ambulance & equipment, body cameras	2abce	12
9.	Human Resources	Demonstrate own activities to new or less experienced employees Provides advice, or demonstrates own activities or workplace routines to new or less experienced employees or students in own work area.	1	5
10.	Information Resources	Record personally generated information Keeps records of emergency and other treatment, incidents	1	4
11.	Research & Development	Complete surveys or audits as necessary to own work Completes e.g. staff surveys, occasionally involved in equipment trials, clinical audits	1	5
12.	Freedom to Act	Standard operating procedures, someone available for reference Works within relevant emergency medical treatment protocols and procedures, advice and supervision is available from more senior healthcare practitioners	2	12
13.	Physical Effort	Occasional/ frequent intense effort for several short periods Occasionally/frequently lifting and carrying patients or clients over 15 kilos, in limited physical space without mechanical aids	4c-5b	18-25
14.	Mental Effort	Frequent concentration, work pattern predictable/unpredictable Concentration on driving, delivering emergency medical care/ interruptions to deal with unpredictable clinical situations.	2a-3a	7-12
15.	Emotional Effort	Occasional exposure to traumatic circumstances; frequent highly distressing or emotional circumstances Arriving at and dealing with families at the scene of accidents, mental health crisis, victims of abuse or a serious incident.	4ab	25
16.	Working Conditions	Considerable exposure to hazards Unavoidable exposure to physically dangerous situations dealing with emergency situations on a regular basis e.g. road traffic accidents	5	25
JE Score 280 - 301			Band 4	

Profile Suite and Label	Ambulance Practitioner Higher level
Job Statement	<ol style="list-style-type: none"> 1. Responds to emergencies, urgent, and routine calls; delivers treatment, which may include drug therapies. 2. Undertakes emergency driving; lifts and carries patients. 3. May be lead practitioner on a vehicle, within their scope of practice. 4. Provides clinical supervision to other staff

Factor		Level descriptor and example job information	JE Level	JE Score
1.	Communication & Relationship Skills	<p>Provide and receive complex or sensitive information; barriers to understanding</p> <p>Communicates condition related information to patients/clients, relatives and clinical staff; where there may be difficulties to understanding, requires empathetic and reassurance skills</p>	4a	32
2.	Knowledge, Training & Experience	<p>Range of work procedures and practices, majority non-routine; intermediate level theoretical knowledge</p> <p>Knowledge of clinical procedures for responding to emergency and other situations, including for example drug therapy and ECG acquired through experience and a combination of on the job and formal training e.g. a Level 4 course. Competence signed off by tutor or mentor</p>	4	88
3.	Analytical & Judgemental Skills	<p>Range of facts or situations requiring analysis, comparison of range of options</p> <p>Assesses situation, decides courses of action in accordance with scope of practice, guidelines and protocols e.g. emergency/alternative pathway referrals</p>	3	27
4.	Planning & Organisational Skills	<p>Plan and organise straightforward activities, some ongoing</p> <p>Plans, organises on-scene activities</p>	2	15
5.	Physical Skills	<p>Developed physical skills, manipulation of objects, people; narrow margins for error; highly developed physical skills, accuracy important, manipulation of fine tools, materials</p> <p>Dexterity, co-ordination & sensory skills for high-speed driving, lifting & moving patients, clinical procedures requiring hand eye coordination</p>	3ab	27
6.	Patient/Client Care	<p>Implement clinical care, care packages; provide advice in relation to care</p> <p>Delivers emergency and medical treatment within clinical guidelines including referring to alternative care provision or discharging certain call categories; provides advice to patients.</p>	4ac	22
7.	Policy/Service Development	<p>Follows policies in own role which are determined by others; no responsibility for service development, but may be required to comment on policies, procedures or possible developments.</p>	1	5



		Follows ambulance service policies, may comment on proposed changes to policies		
8.	Financial & Physical Resources	Handle cash, valuables; safe use of equipment other than that used personally; maintain stock control; safe use of expensive equipment Removes and passes patient belongings to clinical staff; ensure ambulance equipment is safe; maintains and secures stocks of drugs; safe use of ambulance & equipment, body cameras	2abce	12
9.	Human Resources	Professional/clinical supervision; provide training in own discipline Provides clinical supervision; on the job training to less experienced members of the care team	2bc	12
10.	Information Resources	Record personally generated information Keeps records of emergency and other treatment, incidents	1	4
11.	Research & Development	Complete surveys or audits as necessary to own work Completes e.g. staff surveys, occasionally involved in equipment trials, clinical audits	1	5
12.	Freedom to Act	Clearly defined occupational policies, work is managed rather than supervised. Works within relevant emergency medical treatment guidelines and procedures, work is managed rather than supervised. May be lead practitioner on a vehicle, within their scope of practice.	3	21
13.	Physical Effort	Occasional/ frequent intense effort for several short periods Lifting and carrying patients or clients over 15 kilos, in limited physical space without mechanical aids occasionally/frequently	4c-5b	18-25
14.	Mental Effort	Frequent concentration, work pattern predictable/unpredictable Concentration on driving, delivering emergency medical care/ interruptions to deal with unpredictable clinical situations	2a-3a	7-12
15.	Emotional Effort	Occasional exposure to traumatic circumstances; frequent highly distressing or emotional circumstances Arriving at and dealing with families at the scene of accidents or a serious incident	4ab	25
16.	Working Conditions	Considerable exposure to hazards Unavoidable exposure to physically dangerous situations dealing with emergency situations on a regular basis e.g. road traffic accidents	5	25
JE Score 345 - 357			Band 5	



Profile Suite and Label	Emergency Services – Paramedic Entry Level
Job Statement	<ol style="list-style-type: none"> 1. During the period of consolidated learning post registration, works under the clinical supervision of an experienced paramedic, seeking advice and support when required, 2. Responds to emergencies, urgent and routine calls; provides clinical interventions, including drug therapies at scene; may work as sole practitioner; may administer medication within PGD (Patient Group Directive) guidelines. 3. Undertakes emergency driving.

Factor		Level descriptor and example job information	JE Level	JE Score
1.	Communication & Relationship Skills	<p>Provide and receive complex or sensitive information; barriers to understanding</p> <p>Communicates condition related information to patients/clients, relatives and clinical staff; where there may be difficulties to understanding, requires empathetic and reassurance skills</p>	4a	32
2.	Knowledge, Training & Experience	<p>Expertise within a discipline, underpinned by theory</p> <p>Professional/clinical knowledge acquired through training and/or experience to degree/diploma level or equivalent</p>	5	120
3.	Analytical & Judgemental Skills	<p>Range of facts or situations requiring analysis, comparison of range of options</p> <p>Assesses patient situations, decides on courses of action in accordance with scope of practice, guidelines and protocols e.g. emergency or alternative pathway referrals</p>	3	27
4.	Planning & Organisational Skills	<p>Plan and organise straightforward activities, some ongoing</p> <p>Plans, organises on-scene activities</p>	2	15
5.	Physical Skills	<p>Highly developed physical skills, high degree of precision</p> <p>Highly developed dexterity, co-ordination and sensory skills for advanced clinical interventions e.g. advanced airway management including intubation</p>	4	42
6.	Patient/Client Care	<p>Implements clinical care, care packages; provide advice in relation to care</p> <p>Assesses and delivers emergency and medical treatment within clinical guidelines including referring to alternative care provision or discharging certain call categories; provides advice to patients</p>	4ac	22
7.	Policy/Service Development	<p>Follows policies in own role which are determined by others; no responsibility for service development, but may be required to comment on policies, procedures or possible developments.</p> <p>Follows ambulance services policies, may comment on proposed changes to policies</p>	1	5
8.	Financial & Physical Resources	<p>Handle cash, valuables; safe use of equipment other than that used personally; maintain stock control; safe use of expensive equipment.</p>	2abce	12



		Removes and passes patient belongings to clinical staff; ensure ambulance equipment is safe; maintains and secures stocks of drugs; safe use of ambulance & equipment, body cameras		
9.	Human Resources	Demonstrates own activities to new or less experienced employees. Provides advice as required, to non-registered staff without assuming formal supervision, education or line management role.	1	5
10.	Information Resources	Record personally generated information Keeps records of emergency and other treatment, incidents	1	4
11.	Research & Development	Complete surveys or audits as necessary to own work Completes e.g. staff surveys, occasionally involved in equipment trials, clinical audits	1	5
12.	Freedom to Act	Standard operating procedures, someone available for reference Works within relevant emergency medical treatment protocols and procedures, advice and supervision is available from more senior practitioners during Newly Qualified Paramedic/consolidation of learning post registration period.	2	12
13.	Physical Effort	Occasional/ frequent intense effort for several short periods Lifting and carrying patients or clients over 15 kilos, in limited physical space without mechanical aids occasionally/frequently	4c-5b	18-25
14.	Mental Effort	Frequent concentration, work pattern predictable/unpredictable Concentration on driving, delivering emergency care/ interruptions to deal with unpredictable clinical situations, or may be switched to other emergency situations	2a-3a	7-12
15.	Emotional Effort	Occasional exposure to traumatic circumstances; frequent highly distressing or emotional circumstances Arriving at and dealing with families at the scene of accidents or a serious incident	4ab	25
16.	Working Conditions	Considerable exposure to hazards Unavoidable exposure to physically dangerous situations, dealing with emergency situations on a regular basis e.g. road traffic accidents	5	25
JE Score 376 – 388			Band 5	



Profile Label	Ambulance service - Paramedic
Job Statement	<ol style="list-style-type: none"> 1. Responds to emergency, urgent and routine calls; provides advanced clinical interventions, including drug therapies at scene; may work as sole practitioner; may administer medication within PGD (Patient Group Directive) guidelines 2. Undertakes emergency driving 3. Undertakes daily vehicle checks, checks and re-stocks equipment and supplies

Factor		Relevant Job Information	JE Level	JE Score
1.	Communication & Relationship Skills	<p>Provide and receive complex, sensitive information; barriers to understanding</p> <p>Communicates condition related information to patients/clients, relatives and clinical staff; requires empathetic and reassurance skills</p>	4a	32
2.	Knowledge, Training & Experience	<p>Expertise within a discipline, underpinned by theory</p> <p>Professional/clinical knowledge acquired through training and/or experience to degree/diploma level or equivalent</p>	5	120
3.	Analytical & Judgemental Skills	<p>Range of facts or situations requiring analysis, comparison of range of options/Complex facts or situations requiring analysis, interpretation, comparison of range of options</p> <p>Assesses patient situations, decides on courses of action in accordance with guidelines and protocols/assesses complex patient conditions</p>	3-4	27-42
4.	Planning & Organisational Skills	<p>Plan and organise straightforward activities, some ongoing</p> <p>Plans, organises on-scene activities</p>	2	15
5.	Physical Skills	<p>Highly developed physical skills, high degree of precision Highly developed dexterity, co-ordination and sensory skills for advanced clinical interventions e.g. advanced airway management including intubation, cricothyroidotomy, suturing</p>	4	42
6.	Patient/Client Care	<p>Develop programmes of care, care packages</p> <p>Provides packages and programmes of emergency and medical care</p>	5(a)	30
7.	Policy/Service Development	<p>Follow policies in own role, may be required to comment/implement policies and proposes changes to practices, procedures for own area</p> <p>Follows policies for provision of medical treatment, may comment on proposals for change/ proposes changes to practices and procedures</p>	1-2	5-12
8.	Financial & Physical Resources	<p>Handles cash, valuables; safe use of equipment other than that used personally; maintain stock control; safe use of expensive equipment.</p> <p>Removes and passes patient belongings to clinical staff; ensure ambulance equipment is safe; maintains and secures stocks of drugs; safe use of vehicles and clinical equipment</p>	2abce	12
9.	Human Resources	<p>Clinical supervision; provide training in own discipline</p> <p>Provides clinical supervision, provides job training to less experienced members of the care team</p>	2bc	12
10.	Information Resources	<p>Record personally generated information</p> <p>Keeps records of emergency and other treatment, incidents</p>	1	4



11.	Research & Development	Complete surveys or audits as necessary to own work/Occasionally participates in equipment testing Completes e.g. staff surveys, occasionally involved in equipment trials/clinical audits	1	5
12.	Freedom to Act	Clearly defined occupational policies, work is managed rather than supervised Works within emergency protocols and guidelines, work is managed rather than supervised	3	21
13.	Physical Effort	Occasional/ frequent intense effort for several short periods Lifting and carrying patients/clients in limited physical space	4c-5b	18-25
14.	Mental Effort	Frequent concentration, work pattern pattern/unpredictable Concentration on driving, delivering emergency medical care/ may be switched to other emergency situations	2a-3a	7-12
15.	Emotional Effort	Occasional trauma; frequent highly distressing or emotional circumstances Arriving at and dealing with e.g. families at the scene of accidents	4ab	25
16.	Working Conditions	Considerable exposure to hazards Unavoidable exposure to physically dangerous situations on a regular basis	5	25
JE Score 400 – 434			Band 6	



Profile Label	Emergency Services - Paramedic Specialist
Job Statement	<p>4. Provides specialist paramedic clinical interventions and advice, including a broad range of drug therapies and procedures; may work as sole practitioner; administers medication within broader PGD (Patient Group Directive) guidelines.</p> <p>5. Provides specialist clinical advice and support to other emergency care professionals.</p>

Factor		Level descriptor and example job information	JE Level	JE Score
1.	Communication & Relationship Skills	<p>Provide and receive complex or sensitive information; barriers to understanding Communicates condition related information to patients/clients, relatives and clinical staff; requires empathetic and reassurance skills</p>	4a	32
2.	Knowledge, Training & Experience	<p>Highly developed specialist knowledge Specialist professional and clinical knowledge acquired through training to degree, plus further study to level 7, or equivalent experience demonstrated by competence in full range of required activities.</p>	7	196
3.	Analytical & Judgemental Skills	<p>Complex facts or situations requiring analysis, interpretation, comparison of range of options Assesses complex patient conditions</p>	4	42
4.	Planning & Organisational Skills	<p>Plan and organise straightforward activities, some ongoing Plans, organises on-scene activities</p>	2	15
5.	Physical Skills	<p>Highly developed physical skills, high degree of precision Highly developed dexterity, co-ordination and sensory skills for advanced clinical interventions e.g. advanced airway management including intubation, cricothyroidotomy, suturing</p>	4	60
6.	Patient/Client Care	<p>Develops specialised programmes of care/care packages; Provides highly specialised advice concerning the care of a category of patients. Assesses, develops and implements specialist emergency and medical care programmes; provides highly specialist clinical advice to patients/clients, carers, relatives and other professionals.</p>	6ac	39
7.	Policy/Service Development	<p>Follow policies in own role, may be required to comment/ implement policies and proposes changes to practices, procedures for own area. Follows policies for provision of medical treatment, may comment on proposals for change/ proposes changes to practices and procedures.</p>	1-2	5-12
8.	Financial & Physical Resources	<p>Handles cash, valuables; safe use of equipment other than that used personally; maintain stock control; safe use of expensive equipment.</p>	2abce	12



		Removes and passes patient belongings to clinical staff; ensure ambulance equipment is safe; maintains and secures stocks of drugs; safe use of vehicles and clinical equipment.		
9.	Human Resources	Clinical supervision; provide training in own discipline. Provides clinical supervision, provides on the job training to less experienced members of the care team.	2bc	12
10.	Information Resources	Record personally generated information Keeps records of emergency and other treatment, incidents	1	4
11.	Research & Development	Complete surveys or audits as necessary to own work/Occasionally participates in equipment testing. Completes e.g. staff surveys, occasionally involved in equipment trials/clinical audits.	1	5
12.	Freedom to Act	Clearly defined occupational policies, work is managed rather than supervised. Works within emergency protocols and guidelines, work is managed rather than supervised.	3	21
13.	Physical Effort	Occasional/ frequent intense effort for several short periods. Lifting and carrying patients or clients over 15 kilos, in limited physical space without mechanical aids occasionally/frequently.	4c-5b	18-25
14.	Mental Effort	Frequent concentration, work pattern pattern/unpredictable. Concentration on driving, delivering emergency medical care/ may be switched to other emergency situations.	2a-3a	7-12
15.	Emotional Effort	Occasional exposure to traumatic circumstances; frequent highly distressing or emotional circumstances. Arriving at and dealing with families at the scene of accidents or a serious incident.	4ab	25
16.	Working Conditions	Considerable exposure to hazards. Unavoidable exposure to physically dangerous situations, dealing with emergency situations on a regular basis e.g. road traffic accidents.	5	25

JE Score 500 - 519	Band 7
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Profile Label	Emergency Services - Paramedic Team Leader
Job Statement	<p>6. Responds to emergencies, urgent and routine calls; provides advanced clinical interventions, including drug therapies at scene; may work as sole practitioner; may administer medication within PGD (Patient Group Directive) guidelines.</p> <p>7. Undertakes emergency driving.</p> <p>8. Provides day to day management of team of other paramedics.</p>

Factor		Level descriptor and example job information	JE Level	JE Score
1.	Communication & Relationship Skills	<p>Provide and receive complex or sensitive information; barriers to understanding. Communicates condition related information to patients/clients, relatives and clinical staff; requires empathetic and reassurance skills.</p>	4a	32
2.	Knowledge, Training & Experience	<p>Highly developed specialist knowledge Professional and clinical knowledge acquired through training to degree, plus further study to level 7, or equivalent experience demonstrated by competence in full range of required activities including staff management</p>	7	196
3.	Analytical & Judgemental Skills	<p>Complex facts or situations requiring analysis, interpretation, comparison of range of options. Assesses complex patient conditions</p>	4	15-27
4.	Planning & Organisational Skills	<p>Plan and organise straightforward activities, some ongoing Plans, organises on-scene activities.</p>	2	15
5.	Physical Skills	<p>Highly developed physical skills, high degree of precision Highly developed dexterity, co-ordination and sensory skills for advanced clinical interventions e.g. advanced airway management including intubation, cricothyroidotomy, suturing</p>	4	42
6.	Patient/Client Care	<p>Develop programmes of care, care packages Provides packages and programmes of emergency and medical care.</p>	5a	30
7.	Policy/Service Development	<p>Follow policies in own role, may be required to comment/implement policies and proposes changes to practices, procedures for own area. Follows policies for provision of medical treatment, may comment on proposals for change/ proposes changes to practices and procedures.</p>	1-2	5-12
8.	Financial & Physical Resources	<p>Handles cash, valuables; safe use of equipment other than that used personally; maintain stock control; safe use of expensive equipment. Removes and passes patient belongings to clinical staff; ensure ambulance equipment is safe; maintains and secures stocks of drugs; safe use of vehicles and clinical</p>	2abce	12



		equipment.		
9.	Human Resources	Day to day management Management of team of paramedics, including appraisal, training and development, performance management and initial stages of formal proceedings.	3a	21
10.	Information Resources	Record personally generated information Keeps records of emergency and other treatment, incidents	1	4
11.	Research & Development	Complete surveys or audits as necessary to own work; Occasionally participates in equipment testing Completes e.g. staff surveys, occasionally involved in equipment trials, clinical audits	1	5
12.	Freedom to Act	Clearly defined occupational policies, work is managed rather than supervised Works within emergency protocols and guidelines, work is managed rather than supervised	3	21
13.	Physical Effort	Occasional/ frequent intense effort for several short periods Lifting and carrying patients or clients over 15 kilos, in limited physical space without mechanical aids occasionally/frequently	4c-5b	18-25
14.	Mental Effort	Frequent concentration, work pattern pattern/unpredictable Concentration on driving, delivering emergency medical care/ may be switched to other emergency situations	2a-3a	7-12
15.	Emotional Effort	Occasional exposure to traumatic circumstances; frequent highly distressing or emotional circumstances Arriving at and dealing with. families at the scene of accidents or serious incident	4ab	25
16.	Working Conditions	Considerable exposure to hazards Unavoidable exposure to physically dangerous situations, dealing with emergency situations on a regular basis e.g. road traffic accidents	5	25
JE Score 485 – 519			Band 7	

Profile Suite and Label	Emergency Services – Station/Operational Team Leader
Job Statement	<ol style="list-style-type: none"> 1. Provides emergency care, responds to emergencies, urgent and routine calls. 2. Provides support to road crews in all aspects of emergency work including scene management; monitors staff attendance, deals with staffing and resources. 3. Reports on incidents, complaints and performance to senior management.

Factor		Level descriptor and example job information	JE Level	JE Score
1.	Communication & Relationship Skills	<p>Provide and receive complex or sensitive, or contentious information, where persuasive, motivational, negotiating, training, empathic or reassurance skills required.</p> <p>Communicates condition related information to patients/clients, relatives and clinical staff; requires empathy and reassurance</p> <p>Engage in difficult and challenging conversations with staff and other professionals, in which the post holder must ensure that they address the objective of the conversation in a clear and positive manner, appreciate the needs of recipients – for example, Major incident – debriefs, sensitive case meetings including formal process meeting (attendance, employee concern), reporting untoward incidents, delays, failures to appropriate managers.</p> <p>Overcome barriers and resolve issues of conflicting priorities using effective interpersonal skills for example -Resolve staffing issues and conflicts including those arising between operational divisions and control room</p>	4a	32
2.	Knowledge, Training & Experience	<p>Understanding of a range of work procedures and practices, which require expertise within a specialism or discipline, underpinned by theoretical knowledge or relevant practical experience.</p> <p>Professional/clinical knowledge acquired through training and/or experience to degree/diploma level or equivalent. Plus short course, for example mentoring, audit, management and leadership, Or experience, preferably in a critical decision making environment.</p>	5	120
3.	Analytical & Judgemental Skills	<p>Judgements involving complex facts or situations, which require the analysis, interpretation, and comparison of a range of options</p> <p>Dynamic evaluation and decision making to ensure operational effectiveness. Attends incidents to assess and treat patients and advise on additional support required. Assesses emergency scenes, decides on courses of action in accordance with guidelines and protocols. Assesses complex patient conditions</p>	4	27
4.	Planning & Organisational Skills	<p>Planning and organisation of straightforward tasks, activities, or programmes, some of which may be ongoing</p> <p>Delivers planned activity to ensure operational compliance and</p>	2	15



		response times. Arrangements for staff management activity - Planning 1-2-1s and PDRs		
5.	Physical Skills	Highly developed physical skills, high degree of precision Is required to attend emergency scenes so requires highly developed dexterity, co-ordination and sensory skills for advanced clinical interventions e.g. advanced airway management including intubation.	4	42
6.	Patient/Client Care	Develop programmes of care, care packages Is required to attend emergency scenes and use clinical skill and expertise to contribute to the provision of emergency and medical care	5a	30
7.	Policy/Service Development	Implements policies for own work area and proposes changes to working practices or procedures for own work area/ proposes policy or service changes which impact beyond own area of activity Review performance and makes suggestions for improvement and implements agreed action plan for the team / Represent operational work area within the organisation, e.g. Working groups – to propose changes to policy impacting on cross service working or working practices.	2-3	12-21
8.	Financial & Physical Resources	Authorised signatory for small cash or financial payments; holds a delegated budget from a budget for a department or service. Autonomy for authorisation of travel expenses or overtime within in line with organisational procedures and sign off of time sheets more than £1000 per month; holds a part of the operational area budget eg supplies.	3ad	21
9.	Human Resources	Responsible for day to day management of a group of staff All aspects of day-to-day management including allocation of work and absence management. Participate in the recruitment and induction of staff, e.g. sit on interview panel. Responsible for development of team and team members including undertaking skills gap analysis, identifying training needs and delivery of training. Performance management and developing collaborative remedies to support capability or undertaking disciplinary or grievance processes.	3a	21
10.	Information Resources	Records personally generated information Maintains incident records	1	4
11.	Research & Development	Undertake surveys or audits, as necessary to own work Occasionally participates in surveys, audits and equipment or clinical trials	1	5
12.	Freedom to Act	Is guided by precedent and clearly defined protocols and procedures. Work is managed rather than supervised and results, outcomes are assessed at agreed intervals. Works without direct supervision but within parameters of policies, protocols, and procedures with discretion to move outside of these for unplanned and life threatening events. Line management and leadership responsibilities.	3	21



13.	Physical Effort	<p>Occasional requirement to exert intense effort, several short periods each shift.</p> <p>Is required at times to work as a paramedic where lifting and carrying patients and clients in limited physical space is required. Pushes, pulls and lifts patients in awkward, difficult positions</p>	4c	18
14.	Mental Effort	<p>Frequent requirement for concentration where the work pattern is unpredictable / There is an occasional requirement for intense concentration.</p> <p>Required to continuously monitor activity, staffing levels, and performance, changing tasks to respond to operational situations/ Occasionally required to apply intense concentration e.g. in responding to complex major incidents</p>	2a-3a	7-12
15.	Emotional Effort	<p>Frequent exposure to distressing or emotional circumstances / Occasional trauma; frequent highly distressing or emotional circumstances</p> <p>Providing support and direction to a team of people, who are dealing with distressing circumstances, including fatalities. Dealing with disciplinary and grievance issues / Arriving at and dealing with families at the scene of accidents or a serious incident</p>	3a-4ab	18-25
16.	Working Conditions	<p>Some / Considerable exposure to hazards</p> <p>On some / all or most shifts is required to attend incidents as a paramedic. Unavoidable exposure to physically dangerous situations</p>	4a - 5	18 - 25
JE Score 411 – 439			Band 6	

Profile Suite and Label	Emergency Services - Station/Operations Manager
Job Statement	<ol style="list-style-type: none"> 1. Manages operations across the service area, including resourcing, external relationships and line management. 2. Accountable for performance and patient outcome targets 3. Investigates and deals with complaints.

Factor		Level descriptor and example job information	JE Level	JE Score
1.	Communication & Relationship Skills	<p>Provide and receive complex, sensitive, or contentious information, where persuasive, motivational, negotiating, training, empathic or reassurance skills required</p> <p>Debriefing from incidents. Discussions with staff with regard to line management and performance related issues.</p>	4a	32
2.	Knowledge, Training & Experience	<p>Specialist knowledge across the range of work procedures and practices, underpinned by theoretical knowledge or relevant practical experience.</p> <p>Expertise and proficiency in the full range of operational activity gained through substantial experience in ambulance operations including procedures for responding to emergency & other situations, major incidents. Knowledge acquired through training and/or experience to degree level or equivalent e.g. tactical command training, management and leadership training. Plus short courses, for example in mentoring, audit, management and leadership, or experience, preferably in a critical decision-making environment that demonstrate additional breadth of knowledge to post graduate level or equivalent</p>	6	156
3.	Analytical & Judgemental Skills	<p>Judgements involving complex facts or situations, which require the analysis, interpretation and comparison of a range of options</p> <p>Dynamic decision making to ensure performance of the service taking into account multiple, changing requirements, e.g. staffing, resources, and risk. Required to make tactical and strategic decisions in relation to major incidents (e.g. Bronze Command), staff requirements, and resource deployment</p>	4	42
4.	Planning & Organisational Skills	<p>Planning and organisation of a number of complex activities or programmes, which require the formulation and adjustment of plans</p> <p>Reviewing staff rotas, allocating and re-allocating work to staff to meet service demand. Organising the deployment of other professionals and agencies to meet service demand e.g., critical incidents</p>	3	27
5.	Physical Skills	<p>Skills obtained through practice over time or during practical training/ Specific requirement for speed or accuracy e.g. high speed driving</p>	2-3a	15-27



		Keyboard skills/ drive at high speed to incidents to provide tactical support (not clinical interventions)		
6.	Patient/Client Care	Accountable for direct delivery of clinical, clinical technical, or social care services Responsible for delivery of area service	6d	39
7.	Policy/Service Development	Implements policies for own work area and proposes policy or service changes which impact beyond own area of activity. Represents operational work area in organisation wide discussions re service change and deployment. Influences the options and outcomes of operational working groups – e.g., tenders, cross service working party/projects looking at working practices (e.g. streamlining). Implements changes within operational centre or work area. Leads discussions on policies, procedures and protocols, SOPs within work area. Proposes changes for improvement of working practices within the area.	3	21
8.	Financial & Physical Resources	Budget holder for a department or services; responsible for budget setting for a department or service, Holds the budget for the operational area; sets the budget for the operational area	4ac	32
9.	Human Resources	Line management for single function or department Management of staff including recruitment, induction, attendance, performance, development, operational work allocation	4a	32
10.	Information Resources	Records personally generated information/ occasional requirement to use computer software to develop or create statistical reports requiring formulae, Maintains area, staff and patient records / Produces performance reports that require use of formulas	1-2b	4-9
11.	Research & Development	Undertake surveys or audits, as necessary to own work/regularly undertakes R&D activity as a requirement of the job Occasionally participates in surveys, audits and equipment or clinical trials / required to undertake monthly audits of performance in own area e.g. IPC and medicines management	1-2a	5-12
12.	Freedom to Act	Expected results are defined but the post holder decides how they are best achieved and is guided by principles and broad occupational policies or regulations. Works on own initiative, operates within broad policies and procedures, responsibility for specific area of service delivery. Interpret and implements policies and clinical guidelines for area, discretion to work within broad service/organisation policies.	4	32
13.	Physical Effort	There may be a requirement to exert light physical effort for short periods. Combination of sitting / standing / walking	1	3



14.	Mental Effort	<p>There is a frequent requirement for prolonged concentration; there is an occasional requirement for intense concentration.</p> <p>On a shift-by-shift basis there is requirement to concentrate continuously overseeing multiple activities at the same time; Required to apply intense concentration e.g., in responding to complex major incidents, monitoring of all operational activity. May be required to represent the service at Fatal Accident Inquiries.</p>	4ab	18
15.	Emotional Effort	<p>Frequent exposure to distressing or emotional circumstances; Frequent indirect exposure to highly distressing or highly emotional circumstances</p> <p>Dealing with disciplinary and grievance issues; Providing support and direction to a large team of people who are dealing with distressing circumstances, including fatalities and staff under emotional stress, including dealing with abusive or aggressive service users. Attending formal proceedings e.g. Coroner's court</p>	3ac	18
16.	Working Conditions	<p>Occasional exposure to unpleasant working conditions; Requirement to use Visual Display Unit equipment more or less continuously on most days.</p> <p>Dealing with complaints from or aggressive behaviour of service users; Use of VDU equipment throughout shift.</p>	2ae	7
JE Score 483 - 507			Band 7	

Job Title HART Training and Development Manager
Local Job Reference New job role to be evaluated - HART
Score 487 [Band 7]
Band 7 [Band of the National Profile you tried to match]
Status Not Matched [Factor Level Mismatch]
Matched to Emergency Services Area Manager
Job Details Reporting to Head of HART, the HART Training and Development Manager will plan, develop, deliver and monitor the training and educational programmes for all new and existing HART personnel. They will deliver all relevant training relating to all HART capabilities in line with the requirements set out by the National Ambulance Resilience Unit (NARU) and our commissioners.

Relevant Job Information	National Profile	Profile	Factor Status	JE Score
1. Communication & Relationship Skills Providing and receiving complex, sensitive or contentious information, where persuasive, motivational, negotiating, training, empathic or reassurance skills are required. This may be because agreement or cooperation is required or because there are barriers to understanding	4a	4	Matched	32
2. Knowledge, Training & Experience Degree registered Paramedic plus Hart experience. Trainer. Training qualification.	5	6	Not Matched	156
3. Analytical & Judgemental Skills Judgements involving complex facts or situations, which require the analysis, interpretation and comparison of a range of options. Subject matter expert on a range of disciplines.	4	4	Matched	42
4. Planning & Organisational Skills Manages own time. Designs the training. Responsible for abstractions. Planning and organisation of a number of complex activities or programmes, which require the formulation and adjustment of plans.	3	3	Matched	27
5. Physical Skills Blue Light Driving of a range of HART vehicles,	4	4	Matched	42
6. Responsibility for Patient/ Client Care Evidence is not clear but there is a reason to believe patient focus at a Paramedic level as part of maintaining CPD and HCPC registration.	6d	1	Not Matched	4
7. Responsibility for Policy/ Service Development They will undertake project work within these areas and are responsible for developing plans and standing operating procedures in liaison with internal and external colleagues. As subject matter experts in the technical aspects of HART disciplines the postholder will develop and influence the development of HART, as part of the Technical User Groups with other Trusts.	2-3	3	Matched	21
8. Responsibility for Financial & Physical Resources Can order equipment but not a budget holder. Operates within the confines of the training budget. Safe use of equipment responsible for the purchase of some physical assets or supplies	2e-3c	3	Matched	21
9. Responsibility for Human Resources	4a	4	Matched	32

Responsible for supervision of staff within the training environment. Specialist training. responsible for the teaching of training and development programmes as a major job responsibility

10. Responsibility for Information Resources

Occasional requirement to use computer software to develop or create statistical reports or analysis of training, training needs. 1 2 Variation 9

11. Responsibility for Research & Development

Complete surveys or audits as necessary to own work/ occasionally participates in equipment testing Completes e.g. staff surveys, occasionally involved in equipment trails/ clinical auditsFactor 11 Research & Development Measures informal and formal clinical or non-clinical research and development activities underpinned by appropriate methodology and documentation. Includes testing of clinical or non-clinical equipment. Requirement for and confirmation of how often eg daily, weekly, monthly? • Surveys • Audits • developing or securing funding The postholder as, part of the national trainer's forum and technical user groups will participate in regular research regarding specific disciplines. This research is normally non-clinical and relates to technical equipment and/or procedures. 1 2 Variation 12

12. Freedom to Act

Clearly defined occupational policies, work is managed rather than supervised Works within emergency protocols and guidelines, work is managed rather than supervised. Work is managed rather than supervised (little or no supervision). 4 3 Not Matched 21

13. Physical Effort

Occasional/ frequent intense effort for several short periods Lifting and carrying patients/ clients in limited physical space. As this is less often than a typical Paramedic/HART specialist this has been reduced to a 4 based of frequency. 3c-4c 4 Matched 18

14. Mental Effort

Frequent concentration, work pattern pattern/ unpredictable concentration on driving, delivering emergency medical care/ may be switched to other emergency situations. Level 2 recognises reduction in frequency compared to a Paramedic. 3a 2 Variation 7

15. Emotional Effort

Occasional trauma; frequent highly distressing or emotional circumstances Arriving at and dealing with e.g. families at the scene of accidents 4b 4 Matched 25

16. Working Conditions

some exposure to hazards Unavoidable exposure to physically dangerous situations on a regular basis. 4ab 4 Matched 18