



South East Coast Ambulance Service



NHS Foundation Trust

JOB DESCRIPTION

JOB TITLE: Operational Team Leader

AFC BAND: Band 6

HOURS: 37.5

DIRECTORATE: Operations

DEPARTMENT: Operations

ACCOUNTABLE TO: Operations Manager

RESPONSIBLE TO:

BASE: Respective Operating Unit

MAIN PURPOSE OF THE JOB

- 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 and managing 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

RESPONSIBILITIES

- To be directly responsible for, and manage, all aspects of the delivery of patient care in the operating unit, reporting to and acting on behalf of the Operational Manager when required. Encouraging staff to continuously improve the care and clinical quality of the service they provide to patients, The post holder will exercise autonomy, decision making, judgement and discretion, at a level appropriate to this role, delivering clear leadership by personally demonstrating the highest organisational, professional and personal standards in the best interest of patients and the Trust.
- To attend incidents as a Bronze 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 if public attendance.
- To perform unbiased investigations when required, whilst working alongside the trusts professional standards team, HCPC and other external stakeholders as required.
- To utilise the trust ICT systems to produce information upon request from the operations manager and accurate 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 biweekly reports on team performance using agreed service systems.
- To be accountable for the budget regarding clinical mentors and subcontractors.
- To be responsible for the day to day management of the team including return to work, appraisals etc
- To liaise with Operational Managers in deciding 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 embed the vision and values of the trust into their leadership style and to ensure that all team members have a knowledge of them.
- 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 support the recruitment department when required to complete interviews and internal reference forms for direct reports.
- To respond to confirmed cardiac arrest calls when closest response or requested by staff on scene.
- To inform and update the estates department of any estates issues outstanding.
- to propose new policies and recommend changes to existing policies that affect Trustwide disciplines
- To ensure that all mandatory training and key 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

KEY RELATIONSHIPS

These will include, but not be restricted to:

- Operating Manager
- Clinical directorate
- Human Resources Department
- Infection Control Team
- Risk and Safety Department
- IT Department
- Scheduling Managers/department
- EOC
- Clinical Audit
- Patient Experiences Dept
- Professional Standards
- Safeguarding

CORPORATE RESPONSIBILITIES

Corporate Governance:

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

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

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

Promote the vision, values and goals of the organisation.

Performance Management:

Ensure that the Trust's performance standard are met in line with trajectory.

Ensure that all members of the team are aware of their personal performance and how they can maintain and improve this.

Act within the values of the trust.

Health, Safety and Security:

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

Meet Health and Safety legislation and move towards an environment where health and safety considerations are firmly embedded in the planning and decision making processes and the 'culture' of own area of responsibility.

Promote, monitor and maintain best practice in health, safety and security

All individuals have a responsibility, under the Health and Safety at Work Act (1974) and subsequently published regulations, to ensure that the Trust's health and safety policies and procedures are complied with to maintain a safe working environment for patients, visitors and employees. All staff have a duty to protect their own health and safety and that of others persons who may be affected by their acts or omissions.

In addition managers have specific responsibilities relating to health and safety legislation in accordance with the Trust's risk management strategy and policies.

Policies:

The duties and responsibilities of the post will be undertaken in accordance with the policies, procedures and practices of the Trust, which may be amended from time to time.

Patient Safety is a key priority for the Trust. It is your responsibility to ensure that you are fully compliant with SECamb policies and procedures in respect of patient safety, for example Risk Management, Infection Prevention and Control, Safeguarding children and vulnerable adults.

Values:

The Clinical team leader will be required to demonstrate compassionate care in their daily work and adopt the 6 Cs - NHS values essential to compassionate care i.e. Care, Compassion, Competence, Communication, Courage and Commitment. Post-holders will also be required to understand and work in accordance with the NHS constitution and put the patient at the heart of their work.

Equality and Diversity/Equal Opportunities:

The Trust recognises the need for a diverse workforce and is committed to Equal Opportunities. It seeks to eliminate unlawful discrimination against colleagues, potential employees, patients or clients on the grounds of sex, marital status, disability, sexual orientation, gender identity, age, race, ethnic or national origin, religion, pregnancy/maternity, political opinion, or trade union membership and to promote equality of opportunity and good relations between staff and clients. Individuals, including volunteers, contractors and temporary workers, must at all times indicate an acceptance of these principles and fulfil their responsibilities with regard to equality legislation and the Trust's Equality Diversity and Human Rights Policy and protocols. Similarly all individuals have a responsibility to highlight any potentially discriminatory practice to their line manager, human resources department or trade union/professional associations, ensure that they treat everyone with respect and consideration and attend relevant mandatory training.

As an operational team leader, the post-holders is expected to take responsibility for embedding equality and diversity in their work and areas of management responsibility. This will include leading on specific E&D related work streams and ensuring that the Trust is compliant with the appropriate equality legislation.

Confidentiality / Data Protection / Freedom of Information:

Individuals (including volunteers, contractors and temporary workers) must maintain the confidentiality of information about patients, staff and other health service business in accordance with the Data Protection Act 1998. Individuals must not, without prior permission, disclose any information regarding patients or staff. If any individual has communicated any such information to an unauthorised person that individual(s) could be liable for disciplinary action which could result in dismissal. Moreover, the Data Protection Act 1998 also renders an individual liable for prosecution in the event of unauthorised disclosure of information.

Following the Freedom of Information Act (FOI) 2005, individuals must apply the Trust's FOI procedure.

In addition managers have specific responsibilities to ensure that their staff maintain the confidentiality and security of all information that is dealt with in the course of performing their duties it is in accordance with the requirements of the Data Protection Act 1998 and the principles of Caldicott. Managers should also ensure that their staff are aware of their obligations under legislation such as the Freedom of Information Act 2000; Computer Misuse Act 1990, and that staff are updated with any changes or additions relevant to legislation.

Review:

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

PERSON SPECIFICATION

	Essential	Desirable
Knowledge, Skills & Experience		

Must be and must maintain Registered Paramedic status or higher.	✓	
Must have and retain a C1 driving licence	✓	
Passion for Healthcare	✓	
Appropriate Clinical Qualification	✓	
Passion for Clinical Development	✓	
Should hold a relevant degree or equivalent experience	✓	
Working towards Advanced Paramedic		✓
Leadership capabilities.	✓	
Promote local geographic 'ownership' and community belonging and understanding of local health economy.	✓	
Ability to build relationships with local clinicians outside of the Trust.	✓	

JOB DESCRIPTION RECORD

This job description reflects the current main organisational priorities for the post. In the context of rapid change taking place within the NHS/Trust, these priorities will develop and change in consultation with the post holder in line with service needs and priorities.

Date Created: September 16 2016 Version1.0