



JOB DESCRIPTION

Clinical Operations Manager

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| Accountable To: | Director of Clinical Operations |
| Responsible To: | Senior Operations 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: | As per advert |
| Band | 7 |
| Job Purpose: | <p>This is a key clinical and managerial post providing the day-to-day leadership and operational management to teams of staff within operational dispatch areas.</p> <p>To ensure the delivery of a high quality patient focussed service that exceeds local and national performance standards and ensure the appropriate support and development of staff.</p> <p>To provide 24/7 first line management cover to the organisation.</p> |
| Key Duties: | <p>Provide leadership, management, coaching, mentoring, co-ordination and general organisation of front line emergency staff within their operational dispatch area, including determining and ensuring appropriate staffing levels within allocated resources.</p> <p>Ensure the delivery of effective, efficient, patient focussed clinical services at all times.</p> <p>Lead and motivate staff within their operational dispatch area to sustain and further develop the highest levels of commitment and personal and organisational performance.</p> <p>Act as a visible and credible leader, for operational staff.</p> <p>Ensure all operational issues are managed in accordance with the Trust's policies and procedures.</p> <p>Ensure new procedures are implemented appropriately and in a timely manner.</p> <p>Liaise with the Technical and Logistics staff to ensure that clean, well maintained and serviceable vehicles and equipment are available to staff and that any defects are reported and dealt with appropriately.</p> <p>Support the Team Leaders in the supervision, co-ordination and operation of their team.</p> <p>Ensure that appropriate human resources management processes</p> |

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| | <p>are confirmed to ensure the effective management and development of staff.</p> <p>Ensure effective communication with staff in other directorates, the rest of the operations directorate and the operational dispatch area.</p> <p>Ensure operational dispatch area services are delivered within budget.</p> <p>Take responsibility for liaison and management of special events (for example, exercises, public events), as required by the Assistant Director of Operations and in liaison with the Emergency Preparedness Team.</p> <p>As Incident Officer manage/control incidents, liaise with Emergency Dispatch Centre and other emergency services and ensure the Health and Safety of ambulance staff. At Major Incidents analyse the scene to give the best provision of services available and optimise utilisation of resources.</p> <p>Act as a responder to emergency incidents.</p> |
| Corporate Governance | <p>Provide strong leadership to staff within the defined area of management responsibility.</p> <p>Maintain good corporate and clinical governance arrangements, including risk management.</p> <p>Embrace high standards of employment practice and act in accordance with the 'Managers' Code of Conduct'.</p> <p>Promote the vision, values and goals of the organisation.</p> |
| Performance Management | <p>Ensure that the Trust's funds are properly used, represent value for money and can withstand public scrutiny.</p> <p>Where applicable, provide strong budget management for the defined area of management responsibility and monitor expenditure against those budgets.</p> <p>Act within Standing Orders and Standing Financial Instructions of the Trust.</p> |
| Health, Safety and Security | <p>Manage health, safety and security issues in own area of responsibility.</p> <p>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.</p> <p>Promote, monitor and maintain best practice in health, safety and security</p> <p>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</p> |

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| | <p>their own health and safety and that of others persons who may be affected by their acts or omissions.</p> <p>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.</p> |
| Policies | <p>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.</p> <p>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.</p> |
| Values | <p>The Clinical Operations Manager will be required to demonstrate compassionate care in their daily work and adopt the 6 Cs - NHS values essential to compassionate care i.e. Care, Compassion, Competence, Communication, Courage and Commitment. Post-holders will also be required to understand and work in accordance with the NHS constitution and put the patient at the heart of their work.</p> |
| Disclosure and Barring Service Check | <p>We are committed to the safeguarding and welfare of children and vulnerable adults.</p> <p>This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions. The process will be completed as part of your pre-employment checks and repeated every 3 years as a minimum. Your suitability for this position (based on the results of the DBS) will form an important condition of your ongoing employment.</p> |
| Equality and Diversity/Equal Opportunities | <p>Promote equality of opportunity and diversity in own area of responsibility.</p> <p>Ensure compliance with equality and diversity legislation and develop active commitment to the need to ensure equality of opportunity and the benefits of diversity.</p> <p>Indicate an acceptance of, commitment to and promotion of the principles underlying the Trust's Equal Opportunities Policy.</p> <p>The Trust recognises the need for a diverse workforce and is committed to Equal Opportunities in employment and seeks to eliminate unlawful racial, sexual or disability discrimination, to promote equality of opportunity and good relations between staff and clients of differing groups. Individuals (including volunteers, contractors and temporary workers) must at all times fulfil their responsibilities with regard to the Trust's Equal Opportunities Policy and equality laws. Similarly all individuals have a responsibility to highlight any potentially discriminatory practice to their line manager, human resources department or trade union/professional associations.</p> |

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| Confidentiality / Data Protection / Freedom of Information | <p>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.</p> <p>Following the Freedom of Information Act (FOI) 2005, individuals must apply the Trust's FOI procedure.</p> <p>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.</p> |
| Review | <p>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</p> |
| Special Conditions | <p>Undertake any further tasks as delegated by the Senior Operations Manager, as required by the needs of the service.</p> <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.</p> <p>All managerial posts are subject to the NHS Managers' Code of Conduct</p> |

PERSON SPECIFICATION

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| Knowledge, Skills and experience | HPC registered Paramedic Diploma level or equivalent (or working towards) Experience in first line leadership or supervisory roles Good analytical abilities Commitment to team working and quality Good IT skills Proven ability to work across directorate and health economy boundaries and to lead, manage and communicate effectively at all levels. Instructors qualification is desirable but not essential |
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Reviewed: January 2015