



WELSH AMBULANCE SERVICE JOB DESCRIPTION

JOB DETAILS:

Job Title	Service Manager, EMS Coordination
Pay Band	Band 8b
Hours of Work and Nature of Contract	37.5
Division/Directorate	Operations Directorate
Department	Resourcing & EMS Coordination
Base	To be confirmed on recruitment

ORGANISATIONAL ARRANGEMENTS:

Managerially Accountable to:	Head of Service, EMS Coordination
Reports to:	Head of Service, EMS Coordination



Job Summary/Job Purpose:

The Service Manager will ensure the efficient and effective management of an operational/clinical service area, supporting the delivery of high-quality services.

The Service Manager will have responsibility for the delivery of local operational services reporting to the Head of Service by ensuring that objectives and performance targets are met.

The post holder will be responsible for delivering operational plans and objectives by monitoring and maintaining standards, which will include setting and meeting operational and quality targets, KPIs, Clinical Performance Indicators and identified savings plans within the post holder's areas of responsibility.

The post holder will have responsibility for providing direct line management to their Clinical Contact Centre management teams, to include providing visible leadership across their service area.

They will also be required to undertake Tactical Commander duties as part of an on-call rota and deputise for the Head of Service as and when required, which also could involve attending meetings on their behalf.

DUTIES/RESPONSIBILITIES:

COMMUNICATION AND RELATIONSHIPS

- Represent the service at meetings with partner agencies and chair service meetings as and when required, disseminating service updates, some of which could be contentious such as multi agency meetings convened for major incidents.
- Ensure that all direct reports are briefed on all operational matters and service updates.
- Ensure staff respect peoples' dignity, involving them in shared decision making.
- Assist with the drafting of media statements alongside the communications team as required.
- Meet with patients and their families as and when required to resolve concerns, communicating potentially distressing facts, sometimes in hostile environments where tact and diplomacy are required.
- To take a lead within the service area and maintain strong and effective relationships with key internal and external stakeholders, influencing the service agenda to collaborate efficiently.
- Present information to local partner groups, using presentational, written and/or verbal skills. An ability to translate complex information in a way that connects with the relevant audience is paramount.
- Represent the service and the Head of Service at meetings as required and promote effective communications in line with service objectives.
- Maintain effective communication links with colleagues, direct reports and local trade union partners through regular meetings, both informal and formal.
- Provide feedback to the Head of Service on operational performance and the implementation of local objectives within the post-holder's area of responsibility.
- Attend and/or Chair disciplinary and grievance hearings when required, being able to communicate in a potentially highly emotive environment.
- Shall develop effective relationships to gain the citizen voice whilst complying with our obligations according to the Duty of Candour and other healthcare standards.

ON-CALL

- Following completion of the relevant training and competencies, undertake Tactical Commander duties as part of an on-call rota.
- As part of the Tactical Commander on-call duties, the post holder will be required to develop a tactical plan and support the Operational Commander in the delivery of a wide range of tactical options to effectively manage risk and manage operational assets.
- The post-holder will be responsible for maintaining their Tactical Commander competence portfolio in accordance with National Occupational Standards.

SERVICE DELIVERY AND PERFORMANCE

- Contribute to the development of procedures for high quality care and service delivery.
- Maintain the performance management framework across the service area using information to analyse and make recommendations to the Head of Service as required.
- Account for performance and advise on corrective action in the service area to demonstrate tangible improvement as necessary.
- Plan, support and encourage innovation which improves the service and patient experience.
- The post holder will hold local responsibility for identifying risks and business continuity requirements, including maintenance of business continuity plans and business impact analysis.
- To advise teams on complex operational issues in areas where expert opinion differs.
- To ensure the complete and accurate population of rosters, including on call arrangements.
- Work in collaboration with our commissioners and stakeholders to develop short- and medium-term business/operational plans to achieve joint objectives.
- Comply with the Quality and Health and Safety agenda to maintain risk registers and deploy corrective action plans as required.
- Undertake workforce planning to meet service requirements.
- Produce reports on operational performance within service area implementing remedial actions to ensure services meet the ongoing needs of patients and objectives.
- Ensure that Serious Adverse Incidents and Adverse Incidents are registered, documented, investigated (by the post holder or delegated investigator) and responded to within Trust performance standards and time scales. Shall provide quality assurance and approval of investigations as required.
- Contribute to and produce remedial and improvement action plans to address performance, risk and or financial matters.
- Support and contribute to Trust projects applicable to posts holder's role, for example roster reviews and development/ review of roles within the Operations Directorate.

- Ensure that mandatory audits are completed on a monthly basis so that all elements of processes are accounted for (i.e. controlled drugs, IPC).
- On occasion, host ad hoc audits and/or test of new equipment, contributing to evaluation reports in conjunction with other directorates (i.e. Medical and Clinical, Quality Patient Safety and Experience).
- Identify lessons learnt from concerns, investigations and operational debriefs, which are then shared within the wider management team and develop action plans for improved patient outcomes and staff experience.
- Support the Head of Service to deliver operational targets by analysing and assessing processes ensuring efficiency and effectiveness.
- Contribute to the production of the service business plan, leading on the development of plans, and participating in the annual planning cycle as required.
- Analyse performance and create and produce accurate high-quality reports, considering activity, budgets and quality measures, querying and applying rigor to analysis via information systems such as Radius, PowerBI, Qlik Sense.

RESPONSIBILITY FOR POLICY

- Contribute to the development of new and existing policies and directorate procedures, consulting with stakeholders as required, to improve service development.
- Produce consultation papers and undertake consultation processes, in line with the Organisational Change Policy, with staff affected by proposed change within the directorate.

FINANCIAL RESPONSIBILITY

- Authorised signatory for purchases and payments up to the agreed delegated financial threshold.
- Identify savings opportunities that ensures effective use of public funds.
- Responsible for localised budget setting (i.e. savings plans), for financial performance of budgets and taking actions to limit spending as and when required.
- Maintain up-to-date awareness of financial variance, being able to explain the reasons and take corrective action.
- Ensure all of those in the service with influence over expenditure have the knowledge, ability, and information required to understand and control the current financial position.

LEADERSHIP AND MANAGEMENT

- Provide leadership and management supervision to direct reports so they apply processes and guidance to ensure that the highest standards of service are achieved in the interests of high-quality patient care.
- Ensure sickness management is in line with the Managing Attendance at Work Policy.

- Conduct processes, including decision-making, consistent with the disciplinary and grievance management policies.
- To afford professional and general management support to direct reports, working in partnership with others as required.
- Provide clear and high visible leadership across the service acting as a key management link between teams.
- Record and update employee information on the Electronic Staff Record (ESR), including periods of absence, updated registration status of professional colleagues and generating reports from Business Intelligence (BI).
- Take appropriate action, in accordance with professional standards and Trust policy, when staff fail to adhere to procedures and policy.
- Undertake regular reviews with direct reports, providing constructive feedback on performance and encouraging personal development.
- Manage recruitment, selection and appointment of new staff when required.
- Be a key member of the service management team taking full responsibility for action and ensure that all team members remain informed about service change and development.
- Ensure workplace induction for new staff is provided, so that they are aware of all appropriate procedures, policies, and information necessary to carry out their role effectively, efficiently, and safely.
- To ensure compliance with statutory/mandatory training, PADR and infection prevention and control requirements for all team members within the post holder's area of responsibility.
- Support the Head of Service to deliver any organisational or service change, responsive to the needs of commissioners, patients and staff.

RISK

Responsibilities include:

- Be responsible for the day-to-day implementation of the Trust's Risk Management Strategy within own area.
- Act upon identified significant hazards and risks during the normal course of duty and reporting any risks that cannot be adequately controlled.
- Maintain risk assessment systems for own service area making sure these are reviewed regularly, including initiating, and participating in any risk assessments in a timely way.
- In liaison with the Health and Safety Security Manager, ensure staff are adequately informed and trained in risk management.
- Issuing (and ensuring compliance with) Trust policies and procedures.

- Identify potential hazards in the work environment which have the potential to create risk to patients, visitors, staff and the public, as well as to Trust property, financial resources and credibility.

PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and/or Knowledge	<p>Masters level qualification in a relevant subject or equivalent experience working at a senior level in a service delivery environment.</p> <p>Leadership and/or Management Qualification Level 4 or equivalent.</p> <p>Evidence of professional development/leadership development.</p> <p>Current Tactical Commander qualification/ or willingness to complete on appointment.</p> <p>Full UK driving licence.</p>	Registered Nurse or Paramedic.	Application form and pre-employment checks
Experience	<p>Senior Management experience in an operational emergency service delivery environment.</p> <p>Experience of working in partnership with staff side/other partners and understanding the principles of partnership working.</p> <p>Contact centre/control room management experience.</p> <p>Strong evidence of working across sectors/inter agency.</p> <p>Experience delivering service improvement plans to include delegated financial and resource accountability.</p> <p>Experience in workforce planning.</p> <p>Proven ability to translate tactical and strategic plans into operational delivery.</p>	Senior Management experience in an ambulance /healthcare environment.	Application form and interview
Aptitude and Abilities	Awareness and understanding of the Trust's purpose and values and of the key objectives set out in the IMTP.	Ability to speak Welsh	Interview

	<p>Proven track record in delivering operational change.</p> <p>Ability to work under pressure to achieve tight deadlines.</p> <p>Proven leadership and team working skills.</p> <p>Proven ability to motivate and inspire staff.</p> <p>Ability to handle detail within plans and make informed decisions and judgements.</p> <p>Excellent written and oral communication and the ability to give clear directions and explanations.</p> <p>Good listening skills.</p> <p>Ability to successfully network with senior colleagues internally and in other agencies and emergency services.</p> <p>Ability to see tasks to completion and evaluate effectiveness.</p> <p>Ability to manage performance and implement quality systems.</p> <p>Ability to assess risks, anticipate difficulties and successfully address them.</p> <p>Understanding of the WAST modernisation agenda.</p> <p>Ability to learn, listen and seek further information when appropriate.</p> <p>Innovative creative thinker.</p> <p>Proven ability to be resilient under pressure.</p> <p>Ability to delegate appropriately.</p> <p>Standard Keyboard Skills.</p>		
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Values	<p>Positive attitude towards learning and development, demonstrated by a record of continuing professional development.</p> <p>Understanding of and demonstrable commitment to equal opportunities as an employee and as a provider of service to the public.</p> <p>Honest and demonstrate a high degree of integrity.</p> <p>Exemplary personal standards of conduct and behaviour.</p> <p>Inspires others and leads by example.</p> <p>Commitment to the development of managers and staff.</p>		Application Form Interview References
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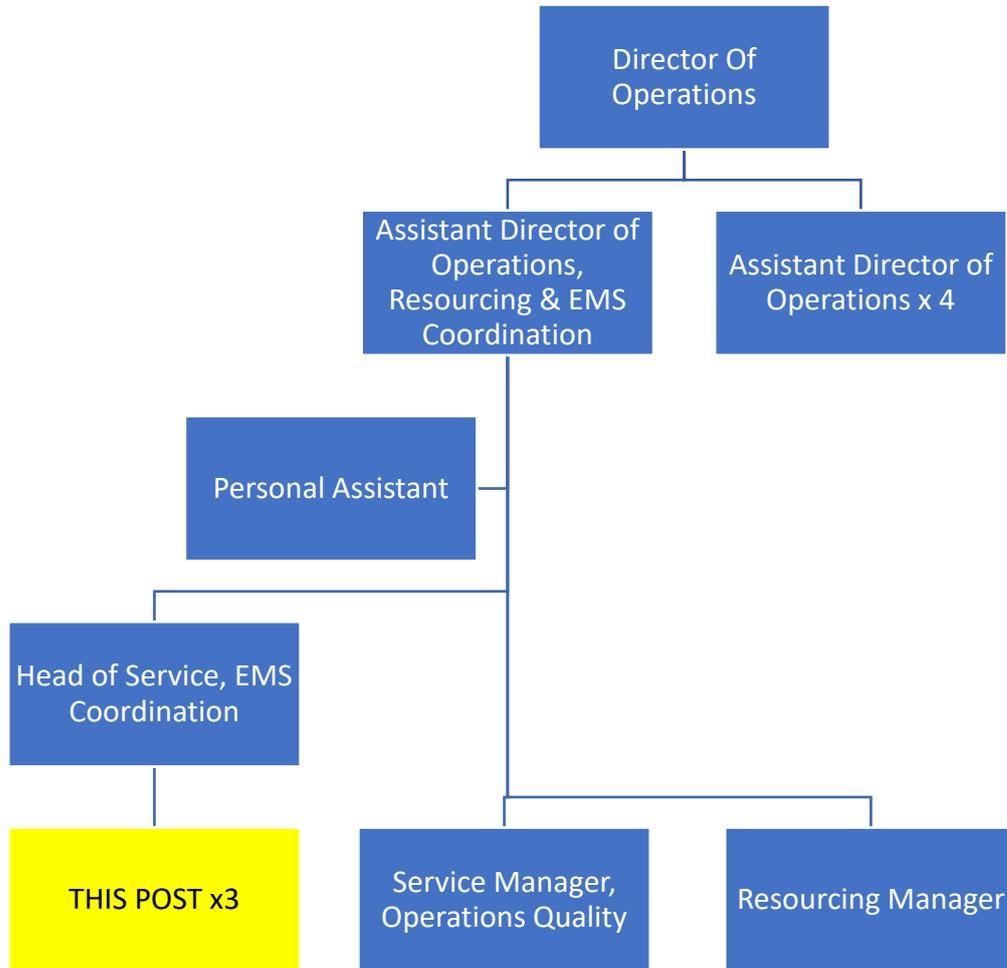
GENERAL REQUIREMENTS

- **Values:** All employees of the Health Board are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.
- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organization's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.
- **Data Protection:** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the General Data Protection Legislation and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation and the HB or Trust Disciplinary Policy.
- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.
- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB/Trust to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB/Trust is committed to ensuring that no job applicant or employee receives less favourable treatment on any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.
- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy.
- **Safeguarding Children and Adults at Risk:** The organisation is committed to safeguarding children and adults at risk. All staff must therefore attend Safeguarding Children & Adult training and be aware of their responsibilities under the All Wales Procedures.
- **Infection Control:** The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Health Board/Trust Infection Prevention & Control Policies and Procedures.
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board/Trust sites, including buildings and grounds, are smoke free.

Flexibility Statement: The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

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Supplementary Job Description Information

Please complete information on Physical Effort, Mental Effort, Emotional Effort and Working Conditions in order to assist the Job Matching process.

Physical Effort

This factor measures the nature, frequency and duration of physical effort (sustained effort at a similar level or sudden explosive effort) required for the job.

Please ensure any circumstances that may affect the degree of effort required, such as working in an awkward position; lifting heavy weights etc. are detailed, such as:

‘Working in uncomfortable/unpleasant physical conditions; sitting in restricted positions; repetitive movements; lifting heavy weights; manipulating objects; kneeling, crouching, twisting; heavy duty cleaning; working at heights; using controlled restraint; driving as part of daily job - **N.B. Walking /driving to work is not included**’

Examples of Typical effort(s)	How often per day / week /	For how long?	Additional Comments
This post will predominately be based in an office environment working at a desk, utilising a computer and keyboard.	Everyday	3-4 Hours	

Mental Effort

This factor measures the nature, level, frequency and duration of mental effort required for the job, for example, concentration, responding to unpredictable work patterns, interruptions and the need to meet deadlines.

Please identify the normal requirement to concentrate in the post and determine, how often and for how long it is required to concentrate during a shift / working day, e.g. :

'Carrying out formal student assessments; carrying out clinical/social care interventions; checking documents; taking detailed minutes at meetings; operating machinery/equipment; carrying out screening tests/microscope work; carrying out complex calculations; carrying out non-clinical fault finding; responding to emergency bleep; driving a vehicle; examining or assessing patients/clients.

Examples of Typical effort(s)	How often per day / week / month?	For how long?	Additional Comments
Participating in meetings with others on matters relating to own area of work such as performance levels and finance.	Everyday	3-4 Hours	
Attending Meetings with internal and external stakeholders.	3 times per week	2 Hours	
Writing and producing reports for improvements. Also writing reports at the request of the Head of Service.	Weekly	4 Hours	
When working on call as Tactical Commander, be able to deal with conflicting demands for attention, changing working priorities often to suit the demand.	3-4 times per month.		Major incidents occur infrequently.
Analysing and interpreting performance information, activity data, reports or papers produced, including statistical reports, which relate to own area of work.	Everyday	1 Hour	

Emotional Effort

This factor measures the nature, frequency and duration demands of the emotional effort required to undertake clinical or non clinical duties that are generally considered to be distressing and/or emotionally demanding.

Please identify how often the post holder has exposure to direct and/or indirect distressing and/or emotional circumstances and the type of situations they are required to deal with.

For example, 'processing (e.g. typing/transmitting) news of highly distressing events; giving unwelcome news to patients/clients/carers/staff; caring for the terminally ill; dealing with difficult situations/circumstances; designated to provide emotional support to front line staff; communicating life changing events; dealing with people with challenging behaviour; arriving at the scene of an accident.' **N.B. Fear of Violence is measured under Working Conditions**

Examples of Typical effort(s)	How often per week / month?	For how long?	Additional Comments
Discussions with internal and external stakeholders regarding delivery plans and performance levels which includes identifying when performance targets have not been met.	Weekly	1 Hour	
Managing disciplinary and grievance matters.	Once per month	3-4 Hours	
Dealing with staff who have experienced emotional or distressing situations, both personal and professional.	Twice per month	1 Hour	
Undertake Tactical on-call duties as part of a rota, to include being the lead commander during any major incidents.	3-4 times per month.		Major incidents occur infrequently.

Working Conditions

This factor measures the nature, frequency and duration of demands on staff arising from inevitably adverse environmental conditions (such as inclement weather, extreme heat/cold, smells, noise and fumes) and hazards, which are unavoidable **(even with the strictest health and safety controls)**, such as road traffic accidents, spills of harmful chemicals, aggressive behaviour of patients, clients, relatives, carers.

Please identify unpleasant working conditions or hazards which are encountered in the post holder's working environment and establish how often and for how long they are exposed to them during a working day / week / month.

Examples are – use of VDU more or less continuously; unpleasant substances/non-household waste; infectious material/foul linen; body fluids, faeces, vomit; dust/dirt; fleas/lice; humidity; contaminated equipment or work areas; driving/being driven in normal or emergency situations - ***Driving to and from work is not included**

Examples of Typical Conditions	How often per week / month?	For how long?	Additional Comments
VDU Use	Daily	3-6 Hours	
Driving between sites to attend meetings.	2-3 times per week	1 Hour on average	