



Northern Ireland Ambulance Service  
Health and Social Care Trust



# APPLICANT INFORMATION BOOKLET FOR THE ROLE OF: SCHEDULED CARE SERVICE TEAM LEADER





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## **SECTION 1: INTRODUCTION**

Dear Applicant

Thank you for expressing an interest in the role of Scheduled Care Service Team Leader within the Northern Ireland Ambulance Service Health & Social Care Trust (NIAS).

This Applicant Information Booklet aims to assist you in making an informed choice about whether to apply for the role of Scheduled Care Service Team Leader. **Please read each section carefully and retain a copy for future reference.**

NIAS is an Equal Opportunities Employer. We welcome applications from all suitably qualified persons. However, as women are currently under-represented in our workforce, we would particularly welcome applications from women.

This recruitment will also create a waiting list for 12 months for any full-time / part-time / bank / permanent / temporary positions which may arise.

**Please note:** Apply online at <https://jobs.hscni.net>.

NIAS delivers services to the population of Northern Ireland and, as such, positions are located across the region. **Please note that any offers of employment made will be based on where vacancies are located at the time of offer.**



## **SECTION 2: ABOUT THE NI AMBULANCE SERVICE HSC TRUST**

The Northern Ireland Ambulance Service Health and Social Care Trust (NIAS) was established in 1995 under the Northern Ireland Ambulance Service Health and Social Services Trust (Establishment) Order (Northern Ireland) 1995, as amended by the Health and Social Services Trusts (Establishment) (Amendment) Order (Northern Ireland) 2008, and Section 1 of the Health and Social Care (Reform) Act (Northern Ireland) 2009. NIAS provides high quality urgent and emergency care and treatment, as well as scheduled, non-emergency patient transport services, for all the population of Northern Ireland.

Working closely with the five other HSC Trusts in Northern Ireland, NIAS has a central role to play in the implementation of the Department of Health's *Health and Wellbeing 2026: Delivering Together* strategy. NIAS long-term strategy document, *Caring Today, Planning for Tomorrow – Our Strategy to Transform: 2020-2026*, sets out how we can address our current challenges, transform our service and bring tangible benefits to patients, staff and communities over the coming decade.

### **Our Mission**

Our mission is to show compassion, professionalism and respect to the patients we care for.

### **Our Values and Behaviours**

Our values, and the behaviours they instil, form the foundations for the culture and ethos for the whole organisation. NIAS has adopted the new HSC Values, which are

- Working Together;
- Excellence;
- Openness and Honesty; and
- Compassion.

### **Our Goals**

- Our patients will feel professionally cared for; always with compassion and respect.
- Our staff will feel positive and proud to work for NIAS.
- Our stakeholders will have confidence in us as a reliable provider at the centre of urgent and emergency care.
- Our communities will continue to value and trust us.



### **Key Services**

- **Emergency response to patients with sudden illness and injury**

In addition to providing timely ambulance response, treatment and transportation to hospital, we offer clinical triage, advice and referral to callers via our Clinical Support Desk and offer appropriate alternatives to hospital attendance and emergency ambulance response through the implementation of a range of Alternative Care Pathways (ACP's).

- **Non-emergency patient care and transportation**

The journeys undertaken cover admissions, hospital outpatient appointments, discharges and inter-hospital transfers and we seek to prioritise on the basis of clinical condition with high priority accorded to cancer, renal and terminally-ill patients.

- **Specialised health transport services**

We liaise directly with clinical professionals in Northern Ireland and beyond in an effort to ensure seamless movement of patients with specialist health needs such as organ transplant and access to critical/intensive care facilities, as well as providing a dedicated transport service for children and babies requiring urgent transfer between hospitals.

- **Co-ordination of planning for major events and response to mass casualty incidents and disasters**

We have a key role to play in the assessment of major events and in co-ordinating the health response to major incidents, complex and hazardous environments and mass casualties.

- **Helicopter Emergency Medical Service (HEMS)**

HEMS is a partnership between NIAS and a charity, Air Ambulance Northern Ireland (AANI), with the emergency medical team of doctors and paramedics being provided by NIAS and the helicopters and pilots being provided by AANI. The HEMS base is at Maze/Long Kesh near Lisburn, allowing the medical team to reach any part of Northern Ireland within 30 minutes.

- **Community Resuscitation**

We are the lead agency for the implementation of the Department of Health Community Resuscitation Strategy. The role of NIAS Community Resuscitation Team is to promote awareness and practice of bystander CPR and the use of a defibrillator for people who suffer an out of hospital cardiac arrest.

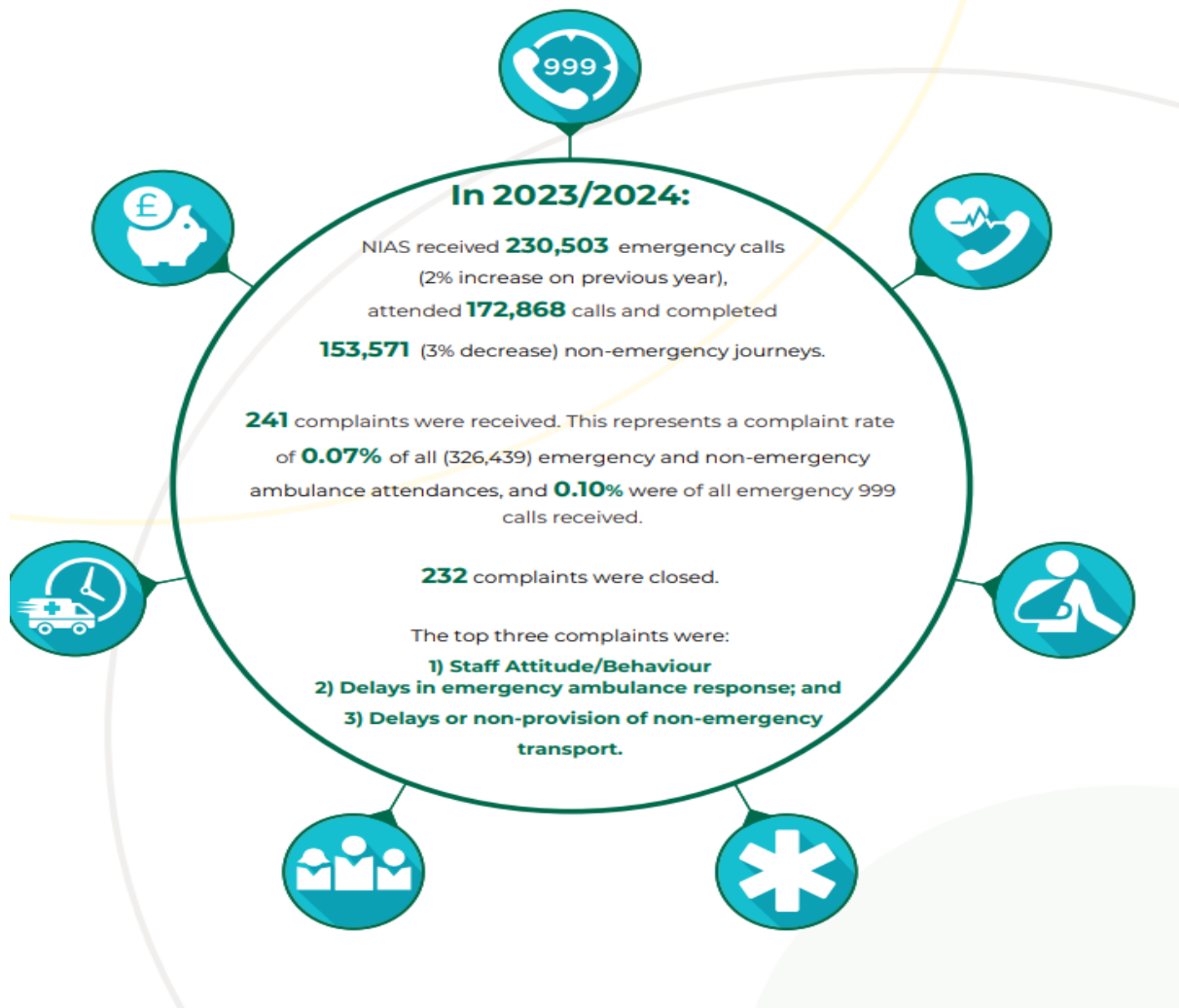


- **Clinical Education**

In partnership with the Ulster University, we currently deliver a Foundation Degree in Science (FdSc) in Paramedic Practice, approved by the Health & Care Professions Council (HCPC). This represents an interim solution for pre-registration Paramedic education in Northern Ireland.

### Key Facts & Figures

## NIAS Facts and Figures







**Locations of Ambulance Stations**

There are currently five Operational Area\* within NIAS, comprising a total of 34 Ambulance Stations as follows:

**LOCATION OF NIAS STATIONS AND DEPLOYMENT POINTS**



\*Under review as outlined in section 4



### **SECTION 3: The role of the Scheduled Care Service Team Leader in NIAS**

This post holder will play a key role within the new NIAS management tier for the Scheduled Care Service (SCS) by providing operational supervision and line management for Ambulance Care Attendants within their scope of responsibility.

They will work closely with the NIAS Non-Emergency Ambulance Operations Centre to provide high quality, safe, effective, responsive and well led SCS for the population of Northern Ireland.

The SCS Team Leader will be responsible and accountable for achievement of a range of agreed Key Performance Indicators (KPIs) in relation to SCS.

The post holder will be responsible for the staff, vehicles, and equipment of the SCS across a discrete geographical area.

The post holder will be required to participate in rotas that may span across the 24-hour clock as per service requirements and this may be subject to change on the basis of operational need. There will be a requirement to work rotational shifts commencing at different times of the day including early mornings, afternoons, evenings and nights.

The post holder will be expected to contribute to the arrangements for provision of a 24-hour management structure for the SCS service and will be required to support the regional rota for same.

Applicants will be required to demonstrate that they meet the essential criteria required for this post, they are:

1. A minimum of 2 years as an Ambulance Care Attendant, Associate Ambulance Practitioner or Paramedic.
2. Must hold a full, current, unrestricted category B driving licence. A maximum of 3 penalty points will be considered. *(This criterion will be waived in the case of applicants whose disability prohibits driving but can demonstrate an alternative means of fulfilling the requirements of the post)*
3. Possess excellent communication and interpersonal skills in order to work effectively with clients and colleagues at all levels, both internally and externally.
4. Demonstrate ability to work as a member of a team and on own initiative.
5. Demonstrate ability to prioritise workload and to work to tight timescales.





#### **SECTION 4: OPERATIONAL MANAGEMENT RESTRUCTURE**

The Operational Management tier within NIAS is currently being restructured to support:

- The development of a Team-based working model in both Emergency (Unscheduled) and Non-Emergency Care (Scheduled) Services
- The introduction of 24/7 leadership cover for Unscheduled Care and 18/7 leadership cover for Scheduled Care Services
- The organisation's resilience in responding to 2 simultaneous significant and/or major incidents
- The transfer from five divisions to four regional sectors, to better align with the other blue light services.

Key elements of the Operational Management Restructure include:

- The introduction of new management roles in the Scheduled Care Service to ensure visible leadership and to support partnership working with NEAOC, to ensure the delivery of safe, effective, caring, responsive and well led SCS across the region
- The introduction of new management roles in Unscheduled Care to support Emergency and Urgent Care staff as well as facilitating the function of EAC in delivering emergency services across the region
- The training of operational staff and operational leaders in Leadership skills, People Management and Incident Response to better support the all staff in the organisation and to provide an improved and safer working environment
- Career development and progression opportunities within NIAS across both Scheduled and Unscheduled Care Services.

This new and exciting role of 'Scheduled Care Service Team Leader' is being introduced to support with achieving these aims and will represent the first appointments within the newly restructured Operational Management tier.

'Scheduled Care Service Team Leader' post holders will take forward a programme of transformation for Scheduled Care Services (SCS) and alongside the Non-Emergency Ambulance Operations Centre (NEAOC) will be responsible for delivery of high quality, safe, effective, responsive and well led SCS for the population of Northern Ireland.



**SECTION 5: RECRUITMENT & SELECTION PROCESS**

<p><b>STAGE 1 – APPLICATION</b></p> <p>Apply online at <a href="https://jobs.hscni.net">https://jobs.hscni.net</a> by the stated closing date. Refer to <a href="https://jobs.hscni.net/Information/32/help-with-your-application">https://jobs.hscni.net/Information/32/help-with-your-application</a> for assistance if necessary.</p>
↓
<p><b>STAGE 2 – SHORTLISTING</b></p> <p>Only those applicants who clearly demonstrate in their application how they meet the essential (and desirable where stated) criteria, as outlined on the Personnel Specification of the Job Description, will be shortlisted. It is essential that you detail under the relevant headings on the application form how, and to what extent, your qualifications, knowledge, skills and experience fulfil each of the criteria. Failure to do so will result in you not being shortlisted.</p> <p>In the interests of managing large numbers of applicants, NIAS reserves the right <u>not</u> to carry out a formal shortlisting exercise prior to the selection stage. In these circumstances, it will be assumed that applicants meet the essential criteria required by the stated closing date as outlined in the Personnel Specification. Applicants will be expected to provide evidence to this effect during the pre-employment checks stage. Failure to do so will result in a withdrawal of any conditional offer of employment.</p>
↓
<p><b>STAGE 3 – SELECTION</b></p> <p>Interviews will take the format of a 3 person panel, however, in the interest of managing large numbers, interviews may be in the form of Multiple Mini Interviews (MMI's) It is anticipated that Interviews will take place during April 2025.</p>
↓
<p><b>STAGE 4 – CONDITIONAL OFFER/PRE-EMPLOYMENT CHECKS</b></p> <p>Completion of Personal Declaration Confirmation of Driving Licence (both parts of the licence must be presented) Confirmation of Qualifications (as outlined in the Personnel Specification) Confirmation of Identity Confirmation of Right to Work in the UK Pre-Employment Health Assessment (NB: includes assessment to Group 2 Driving Medical Standard) Access NI Criminal Records Check References</p>
↓
<p><b>STAGE 5 – FINAL OFFER</b></p>



Please note that progression through the recruitment and selection stages is subject to successfully completing each stage.

#### **FURTHER INFORMATION ON STAGE 4 - CONDITIONAL OFFER PROCESS**

Applicants' particular attention is drawn to Appendix 1, Location Preference Proforma. Applicants are asked to bring a completed copy of this proforma when attending for interview and retain a copy for future reference. It is recommended that candidates submit more than one preference of location. Please note, should any details on the proforma subsequently change, it is the applicant's responsibility to communicate such changes to the RSSC as outlined. Please also note that conditional offers will be made in accordance with the arrangements outlined in Appendix 1.

Applicants' particular attention is also drawn to information provided by the RSSC in relation to the management of recruitment waiting lists. This information can be found at <https://jobs.hscni.net/Information/15/waiting-lists--what-you-need-to-know>. Please note that conditional offers will be made in accordance with these arrangements.



**SECTION 6: JOB DESCRIPTION**

# Scheduled Care Service Team Leader

## Northern Ireland Ambulance Service



Working together



Excellence



Openness & Honesty



Compassion



**JOB TITLE:** Scheduled Care Team Leader

**BAND:** Band 4

**DIRECTORATE:** Operations

**INITIAL LOCATION:** Scheduled Care Service Sector bases, West -Omagh Station, East -  
Bridgend Station, North – Ballymena Station, South – Craigavon  
Station.

**REPORTS TO:** Scheduled Care Service, Sector Lead

**ACCOUNTABLE TO:** Scheduled Care Service, Service Lead

## **JOB SUMMARY**

This post holder will play a key role within the NIAS Supervisory tier for the Scheduled Care Service (SCS) by providing operational supervision for Ambulance Care Attendants within their scope of responsibility.

The post holder will be responsible for the staff, vehicles, and equipment of the SCS across a discrete geographical area.

The post holders will be required to participate in rotas that may span across the 24-hour clock as per service requirements and this may be subject to change on the basis of operational need. There will be a requirement to work rotational shifts commencing at different times of the day including early mornings, afternoons, evenings and nights.

The post holder will be expected to contribute to the arrangements for provision of a 24-hour management structure for the SCS service and may be required to support the regional rota for same.



### **KEY DUTIES / RESPONSIBILITIES**

1. At all times works to ensure that the care that they provide and that is provided by their direct reports is safe, effective, responsive, and well led. Always ensure that that they themselves uphold, role model and ensure that line reports are working in accordance with the NIAS and HSC values of compassion, openness, and honesty, working well together and excellence.
2. Undertake, address, report and escalate audit and risk assessment related to their areas of responsibilities.
3. Be responsible for service delivery such that service Key Performance Indicators (KPIs) are being met. Work to develop and deliver improvement in relation to KPIs where required.
4. Be responsible for operational compliance with NIAS journey timestamp completion.
5. Be responsible for ensuring, in partnership with NEAC, maximisation of vehicle loading, referred to as vehicle loading factor.
6. Be responsible for promoting a culture of patient-centred service delivery such that there is continuous focus on maximising efficiency, for example in relation to numbers of journeys undertaken per shift.
7. Be responsible for achieving compliance and driving continuous improvement with arrival times for appointments, time to pick up following discharge/ transfer bookings and time spent on vehicles.
8. Ensures each SCS ambulance within their area of responsibility is in a legal roadworthy condition. Identifies and actions maintenance requirements, cleanliness requirements, and repair and servicing problems in a timely manner, to ensure service efficiency. Will be responsible for appropriate reporting in respect of same to their line manager, Fleet Department, and relevant Operations Centre as appropriate.
9. Ensures that vehicles are always in the right place at the right time, to ensure optimal service delivery. This will be achieved through effective planning, vehicle and staff moves as needed.





10. Checks on and arranges replacement of equipment and materials and oversees same on all vehicles within their area of responsibility.
11. Provides line management and operational supervision for all ACAs within their area of responsibility.
12. Ensures that ambulances are driven safely and with vehicle sympathy in mind by their team and by all NIAS ACAs. Takes appropriate action to address concerns / issues identified in relation to driving standards.
13. Ensures the safety and wellbeing of all ACA staff that they are responsible for through the consistent application of NIAS policies and procedures and best practice. Undertakes risk assessments and puts the appropriate mitigations in place to support these, escalates appropriately where they are unable to effectively mitigate risks.
14. Ensures that they and their direct reports, care for and transport patients in accordance with all NIAS policies and procedures and in accordance with the HSC values.
15. Acts as a role model in relation to Patient Record Form (PRF) completion and processes for filing / return etc. Ensures completion of written or digital Patient Report Forms in accordance with NIAS standards and set procedures for same. Ensures that direct reports are working to this same standard and addresses any issues as they arise. Undertakes audits of Patient Report Forms and acts in respect of same. Escalates issues pertaining to PRFs appropriately.
16. Acts as a role model in relation to communication with control. Maintains regular contact with relevant Operations Centres by proper use of radios, MDTs and other communication systems in accordance with training and accepted Trust practice. Ensures that staff within their area of responsibility are acting as above and take appropriate action to address any issue with performance in this regard.
17. Maintains appropriate records of SCS resources within their area of responsibility e.g., Fleet records, Hand-Held radios, Vehicle phones etc in accordance with NIAS procedures and processes for same.
18. Complies with all Health & Safety Policies & Procedures and Infection Prevention and Control (IPC) Policies of the Trust. Acts as a role model in this regard and holds to account those that are within their area of responsibility for same.



19. Ensures that accidents and untoward incidents at work are effectively managed and recorded as per NIAS policies and procedures. As appropriate reports and escalates where needed, accidents at work and untoward incidents to Line Managers and completes record keeping in relation to same, for example using DATIX.
20. Ensures the security, care of and proper monitoring of equipment which has been entrusted to them and other members of staff for whom they are responsible, by the Trust.

### **Key Area – Staff and Self Development**

21. Contributes to the development of staff for whom they have line management responsibility by acting as a role model, by provision of feedback, by maintenance of proper records and by addressing any areas of concern appropriately and within the context of NIAS policy and procedure to deliver high-quality SCS services in line with the Trust Mission and HSC Values.
22. Supports new staff with all aspects of induction.
23. Undertakes annual personal development reviews with all staff for whom they are responsible.
24. Ensures that all required statutory and mandatory training requirements are completed and ensures that staff for whom they are responsible complete same within the required timescales.

### **Key Area – Staff Management**

25. Manages staff under their supervision to maximise SCS cover levels and service provision.
26. Supports the Scheduled Care Sector Lead and the Scheduled Care Manager in the implementation and operation of the NIAS attendance management policy including notification and updating absence records and undertaking return to work meetings with staff following periods of absence.
27. Supports the Scheduled Care Sector Lead and the Scheduled Care Manager with staff management through implementation and operationalisation of relevant policies and procedures.



- 28. Monitors appropriate staffing levels in relation to operational duties and shifts, takes action to ensure maximisation of operational cover and ensures that core staffing levels are delivered.
- 29. Monitors and analyses relevant information systems and produces reports as required by the Scheduled Care Sector Lead / Manager, for example DATIX. MEG etc....
- 30. Will be responsible for proper completion of records pertaining to hours worked, timesheets, travel expenses, overtime approval, sickness notifications etc such that staff receive accurate payment.
- 31. Will be responsible for authorisation and usage of leave for staff within their area of responsibility whilst ensuring that core staffing levels are maintained.
- 32. Will be responsible and accountable for management of staff within their area of responsibility in relation to ensuring consistent and reliable attendance at work as per NIAS attendance management procedure. Will be required to keep accurate records on same and to keep relevant systems such as GRS and HRPTS up to date. Will be required to provide update and progress reports on same to their line manager.

### **Key Areas – Continuous Improvement and Quality Assurance**

- 33. Ensures that all approved and relevant operational and clinical procedures are observed.
- 34. Ensures that all work allocations / activations are responded to promptly in accordance with the Trust Deployment guidelines.
- 35. Takes responsibility for regularly producing and maintaining statistical, personnel and management information records in line with established procedures and as required.
- 36. Ensures proper authorisation of all returns for pay purposes, overtime records, etc as stipulated by the Trust.
- 37. Actively contributes to Station / Team meetings.
- 38. Undertakes any other duties considered appropriate by the Management of the Trust to the position of ACA Team Leader.



- 39. Acts as an ambassador for the Trust in all contacts with patients, relatives, and HSC-wide stakeholders.
- 40. Offers ideas, suggestions and positive solutions when working with their line management team to deliver high-quality, safe, and effective SCS services.

### **HUMAN RESOURCE MANAGEMENT RESPONSIBILITIES**

The Organisation supports and promotes a culture of collective leadership where those who have responsibility for managing other staff:

- 41. Establish and promote a supportive, fair and open culture that encourages and enables all parts of the team to have clearly aligned goals and objectives, to meet the required performance standards and to achieve continuous improvement in the services they deliver.
- 42. Ensure access to skills and personal development through appropriate training and support.
- 43. Promote a culture of openness and honesty to enable shared learning.
- 44. Encourage and empower others in their team to achieve their goals and reach their full potential through regular supportive conversation and shared decision making.
- 45. Adhere to and promote Organisational policy and procedure in all staffing matters, participating as appropriate in a way which underpins The Organisation's values.

### **GENERAL MANAGEMENT RESPONSIBILITIES**

- 46. The post holder will promote and support effective team working, fostering a culture of openness and transparency.
- 47. The post holder will ensure that they take all concerns raised with them seriously and act in accordance with the Trust policies and procedures and HSC Values at all times.



48. The post holder, will in the event of a concern being raised with them, ensure that feedback/ learning is communicated at individual, team and organisational level regarding concerns and how they were resolved.
49. Promote and support the implementation of the Trust's PPI Strategy and ensure all staff are aware of their responsibilities as appropriate to their job role.
50. Involve patients, clients, carers and the wider community where relevant, in developing, planning, delivering and evaluating our services in a meaningful and effective way, as part of the HSC ongoing commitment to Personal Public Involvement (PPI) and Co-Production. Further information is available at [engage.hscni.net](https://engage.hscni.net).

## **GENERAL REQUIREMENTS**

The post holder will be required to:

51. Ensure The Organisation's policy on equality of opportunity is promoted through his/her own actions and those of any staff for whom he/she has responsibility.
52. Co-operate fully with the implementation of The Organisation's Health and Safety arrangements, reporting any accidents/incidents/equipment defects to his/her manager, and maintaining a clean, uncluttered and safe environment for patients/clients, members of the public and staff.
53. Adhere at all times to all Trust policies/codes of conduct, including for example:
  - Smoke Free policy
  - IT Security Policy and Code of Conduct
  - standards of attendance, appearance and behaviour
54. Contribute to ensuring the highest standards of environmental cleanliness within your designated area of work.
55. Co-operate fully with regard to Trust policies and procedures relating to infection prevention and control.
56. All employees of NIAS are legally responsible for all records held, created or used as part of their business within NIAS including patients/clients, corporate and administrative records whether paper-based or electronic and also including emails. All such records are public records and are accessible to the public, with limited exceptions, under the Freedom of Information act 2000 the Environmental Information Regulations 2004, the General Data Protection



# Northern Ireland Ambulance Service

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Regulations (GDPR) and the Data Protection Act 2018. Employees are required to be conversant with the NIAS policy and procedures on records management and to seek advice if in doubt.

57. Take responsibility for his/her own ongoing learning and development, in order to maximise his/her potential and continue to meet the demands of the post.
58. Represent NIAS commitment to providing the highest possible standard of service to patients/clients and members of the public, by treating all those with whom he/she comes into contact in the course of work, in a pleasant, courteous and respectful manner.

This Job Description will be subject to review in the light of changing circumstances and is not intended to be rigid and inflexible but should be regarded as providing guidelines within which the individual works. Other duties of a similar nature and appropriate to the grade may be assigned from time to time.

It is a standard condition that all Trust staff may be required to serve at any location within NIAS as needs of the service demand.





## SECTION 7: PERSONNEL SPECIFICATION

**JOB TITLE AND BAND:** Scheduled Care Team Leader

**BAND:** Band 4

**DEPARTMENT / DIRECTORATE:** Operations

### Notes to applicants:

- You must clearly demonstrate on your application form under each question, how you meet the required criteria as failure to do so may result in you not being shortlisted. You should clearly demonstrate this for both the essential and desirable criteria.*
- Shortlisting will be carried out on the basis of the essential criteria set out in Section 1 below, using the information provided by you on your application form. Please note The Organisation reserves the right to use any desirable criteria outlined in Section 3 at shortlisting. You must clearly demonstrate on your application form how you meet the desirable criteria.*
- Proof of qualifications and/or professional registration will be required if an offer of employment is made – if you are unable to provide this, the offer may be withdrawn.*

### ESSENTIAL CRITERIA

**SECTION 1:** The following are ESSENTIAL criteria which will initially be measured at shortlisting stage although may also be further explored during the interview/selection stage. You should therefore make it clear on your application form whether or not you meet these criteria. Failure to do so may result in you not being shortlisted. The stage in the process when the criteria will be measured is stated below.

Factor	Criteria	Required By	Method of Assessment
Other	A minimum of 2 years as an Ambulance Care Attendant, Associate Ambulance Practitioner or Paramedic.	Closing date and at any time prior to commencing the programme	Application Form/ Interview



Other	Must hold a full, current, unrestricted category B driving licence. A maximum of 3 penalty points will be considered. <i>(This criterion will be waived in the case of applicants whose disability prohibits driving but can demonstrate an alternative means of fulfilling the requirements of the post)</i>	Closing date and at any time prior to commencing the programme	Application Form/Presentation of Driving Licence
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**SECTION 2:** The following are **ESSENTIAL** criteria which will be measured during the interview/ selection stage:

Factor	Criteria	Required By	Method of Assessment
<b>Skills / Abilities</b>	Possess excellent communication and interpersonal skills in order to work effectively with clients and colleagues at all levels, both internally and externally.	Closing date	Interview / Test
<b>Skills / Abilities</b>	Demonstrate ability to work as a member of a team and on own initiative.	Closing date	Interview / Test
<b>Skills / Abilities</b>	Demonstrate ability to prioritise workload and to work to tight timescales	Closing date	Interview / Test

As part of the Recruitment & Selection process it may be necessary for The Organisation to carry out an Enhanced Disclosure Check through Access NI before any appointment to this post can be confirmed.

**A shortlist for candidates for interview will be prepared based on the information contained on the application form. It is therefore essential that all applicants demonstrate through their application how and to what extent their experience and qualities are relevant to this post and the extent to which they satisfy each criterion specified.**



The appointment is subject to proof of attainment of any qualifications deemed essential to the post and used as a basis for shortlisting. Failure to provide evidence of the required qualifications deemed essential to the post, and used as a basis for shortlisting, prior to taking up the post will result in the offer of employment being withdrawn.

In addition to shortlisting, applicants should be aware that there may be a preliminary stage to the selection process and further details will be provided at the appropriate time if this is to be the case.

APPLICANTS WITH EDUCATIONAL QUALIFICATIONS WHICH ARE EQUIVALENT TO THOSE ABOVE MAY APPLY. THE ADMISSIBILITY OF THE QUALIFICATION WILL BE DETERMINED AT SHORTLISTING. THE TRUST RESERVES THE RIGHT TO DECIDE ON EQUIVALENCY



## **Responsibilities Of All NI Ambulance Service HSC Trust Employees**

### **QUALITY**

The Trust is committed to providing the highest possible quality of service to patients, clients and the community. All Trust employees are expected, at all times, to provide a caring service and to treat those with whom they come into contact in a courteous and respectful manner.

### **HEALTH AND SAFETY**

All Trust employees have the responsibility to make themselves aware of, and to conform to, the Trust's Health and Safety Policy and other Health and Safety Policies applicable to the workplace and all relevant statutory provisions, including Codes of Practice and Guidance.

### **SMOKE FREE POLICY**

All Trust employees must comply with the Trust's Smoke Free Policy.

### **EQUALITY SCHEMES**

All Trust employees must adhere to the Trust Equality's Scheme in accordance with Section 75 of the Northern Ireland Act (1998) to promote equality of opportunity:

- Between persons of different religious belief, political opinion, racial group, age, marital status or sexual orientation;
- Between men and women generally;
- Between persons with a disability and persons without; and
- Between persons with dependents and persons without.

### **HUMAN RIGHTS**

All Trust employees must support the Trust in complying with its obligations under Human Rights legislation.

### **DATA PROTECTION**

All Trust employees are subject to the requirements of the Data Protection Act and must maintain strict confidentiality in respect of patient and staff records.

### **INFECTION PREVENTION & CONTROL**

The Trust is committed to reducing Healthcare associated infections (HCAIs) and all employees have a part to play in making this happen.



All Trust employees should co-operate fully with regard to Trust policies and procedures relating to infection prevention and control and be aware of their local Operational Area initiatives being undertaken to reduce infection and enhance care delivery for patients/clients. They should know their role, in keeping with key principles as Infection Prevention and Control is everyone's business.





Trust employees, in delivery of all care, must:

- Wash their hands thoroughly between each patient contact.
- Be compliant with Standard Infection Control Precautions, Hand Hygiene and decontamination and other relevant infection prevention and control measures.
- Be aware of the Trust's Infection Control guidance and the Northern Ireland Regional Infection Control Manual and ensure they obtain mandatory Infection prevention control training or other specific infection control related training as required.

All Trust employees must comply with all other Policies and Procedures of the Trust.



## SECTION 8: HSC VALUES & BEHAVIOURS

HSC Value	What does this mean?	What does this look like in practice? – Behaviours
<p>Working</p>  <p>Together</p>	<p>We work together for the best outcome for people we care for and support. We work across HSC and with other external organisations and agencies, recognising that leadership is the responsibility of all.</p>	<ul style="list-style-type: none"> <li>• I work with others and value everyone's contribution.</li> <li>• I treat people with respect and dignity.</li> <li>• I work as part of a team looking for opportunities to support and help people in both my own and other teams.</li> <li>• I actively engage people on issues that affect them.</li> <li>• I look for feedback and examples of good practice, aiming to improve where possible.</li> </ul>
 <p>Excellence</p>	<p>We commit to being the best we can in our work, aiming to improve and develop services to achieve positive changes. We deliver safe, high quality, compassionate care and support.</p>	<ul style="list-style-type: none"> <li>• I put the people I care for and support at the centre of all I do to make a difference.</li> <li>• I take responsibility for my decisions and actions.</li> <li>• I commit to best practice and sharing learning, while continually learning and developing.</li> <li>• I try to improve by asking 'could we do this better?'.</li> </ul>
 <p>Openness &amp; Honesty</p>	<p>We are open and honest with each other and act with integrity and candour.</p>	<ul style="list-style-type: none"> <li>• I am open and honest in order to develop trusting relationships.</li> <li>• I ask someone for help when needed.</li> <li>• I speak up if I have concerns.</li> <li>• I challenge inappropriate or unacceptable behaviour and practice.</li> </ul>
 <p>Compassion</p>	<p>We are sensitive, caring, respectful and understanding towards those we care for and support and our colleagues. We listen carefully to others to better understand and take action to help them and ourselves.</p>	<ul style="list-style-type: none"> <li>• I am sensitive to the different needs and feelings of others and treat people with kindness.</li> <li>• I learn from others by listening carefully to them.</li> <li>• I look after my own health and well-being so that I can care for and support others.</li> </ul>
<p><b>All staff are expected to display the HSC values at all times</b></p>		





## **SECTION 9: TERMS & CONDITIONS OF EMPLOYMENT**

The terms and conditions of employment for Scheduled Care Service Team Leader are in line with the NHS Agenda for Change (AfC) Terms & Conditions (T&C) Handbook, which is available online at: <https://www.nhsemployers.org/tchandbook>.

Applicants' particular attention is drawn to the following:

### **Remuneration**

**Salary range : Band 4 £25,147 - £27,596 per annum**

#### **Basic Salary**

Scheduled Care Service Team Leaders are paid on the Band 4 AfC payscale £25,147 - £27,596 per annum. The successful candidate can expect to be placed at the minimum point of the pay scale, although a higher starting point, within the range of the pay band may be available if the person appointed has experience relevant and equivalent to the post. If the successful candidate is an existing HSC/NHS employee moving to a higher band, pay on promotion will apply as per the AfC Handbook.

#### **Unsocial Hours**

In accordance with the AfC T&C Handbook, Scheduled Care Service Team Leaders have the potential to earn additional unsocial hours payments based on the shift pattern required to be worked. Please note you may be required to work early mornings, day shifts, evening shifts, night shifts, weekend shifts and shifts on public holidays.

#### **Previous Service**

#### **Terms & Conditions**

In accordance with the AfC T&C Handbook, an employee's continuous previous service with any NHS employer counts as reckonable service in respect of NHS agreements on redundancy, maternity, sick pay and annual leave. If there is a break/breaks in service, any previous period/periods of NHS service will be counted towards the employee's entitlement to annual leave. If there is a break/breaks in service of 12 months or less, a previous period/periods of NHS service will be counted towards the employee's entitlement to sickness absence.

#### **Pension**

If you have been a member of the NHS Pension Schemes elsewhere in the UK it is important to note that your benefits will not transfer automatically to the HSC Pension Scheme. You must apply in writing to HSC Pension Service for a transfer to



be made. The scheme that these are transferred into will depend on which scheme you were in and how long ago you left that scheme.

## **Location**

During any initial role-specific training your base location will be your training location. On completion of the training, your base location will be the location outlined in your offer letter/contract of employment.

Please note that appointment is for duty in all areas administered by NIAS. You may therefore be required to work at other locations, as determined by the duties of the post and in order to meet fluctuations or priorities in work demands. On these occasions, you will be entitled to claim reimbursement for excess miles travelled in accordance with Section 17 of the AfC T&C Handbook.



## APPENDIX 1

**Scheduled Care Service Team Leader  
Recruitment Reference No: 54841861  
Waiting List**

### LOCATION PREFERENCE PROFORMA

#### GUIDANCE ON COMPLETION

Dear Applicant

In order to assist us with the onward processing of your application, you are asked to proceed with the mandatory completion of the attached Location Preference Proforma, indicating your preference of base location, should you be successful in being offered a position.

Please note that in the offering of available posts you will **ONLY** be offered those available posts which match your preferences, as stated on your completed Proforma. Should a vacancy arise in a location which you have not included in your list of preferences, you will **NOT** be contacted in this regard. Instead the vacancy will be offered to the first highest ranking candidate with a preference in that location.

The following information is intended to assist you in the completion of the Location Preference Proforma. It is recommended that you read the information carefully **BEFORE** completing the Proforma.

#### HOW THE WAITING LIST OPERATES

Your name will be added to the waiting list in merit order, based upon your score at interview. From this list any future available permanent / temporary / full-time / part-time vacancies will be offered to successful candidates, in line with their completed preferences. The waiting list will remain live for a period of 12 months from the date of interview.

Please see <https://jobs.hscni.net/Information/15/waiting-lists--what-you-need-to-know> for more guidance on how waiting lists operate.



**Scheduled Care Service Team Leader  
Recruitment Reference No: 54841861  
Waiting List**

**LOCATION PREFERENCE PROFORMA**

**ADDITIONAL INFORMATION**

Please note, it is **your responsibility** to ensure that all your contact details and preferences for work are maintained.

If you have a change of details or preferences, please advise the Recruitment Shared Services Centre by email at [selection.ssc@hscni.net](mailto:selection.ssc@hscni.net)

**Please state the Waiting List reference number on all correspondences.**

You will also need to include your name, address and National Insurance Number (as a unique identifier) in any correspondence in order to ensure your details are maintained by us as up-to-date. Failure to provide this detail may result in your information not being updated.

**Please note your completed Proforma should be brought with you to interview and provided to the interview panel. Please keep a copy of your completed Proforma for future reference.**

**You should now complete the attached Pro-forma**



**Scheduled Care Service Team Leader Band 4**  
**Recruitment Reference No: 54841861**  
**Waiting List**

**LOCATION PREFERENCE PROFORMA**

**PLEASE NOTE:** When completing this Proforma, it is recommended that you refer to <https://jobs.hscni.net/Information/15/waiting-lists--what-you-need-to-know> for more guidance on how waiting lists operate.

**SECTION 1 – CONTACT DETAILS**

<b>NAME</b>			
<b>ADDRESS</b>			
<b>POST CODE</b>			
<b>CONTACT NUMBERS</b> Please include all standard Dialling Codes. *Please note that we will contact you via mobile in the first instance; therefore, please ensure you provide an up-to-date mobile number.	<b>Home</b>		
	<b>Mobile*</b>		
	<b>Daytime Landline</b>		
<b>EMAIL ADDRESS</b> Please only provide if you check your emails regularly and are happy for us to contact you in this way.			

**PLEASE NOTE** that it is your responsibility to keep us up to date with your contact numbers – please see the “ADDITIONAL INFORMATION” section of this Proforma.

**PLEASE COMPLETE PROFORMA AND BRING TO YOUR INTERVIEW TO GIVE TO THE PANEL**



Scheduled Care Service Team Leader Band 4  
Recruitment Reference No: 54841861  
Waiting List

LOCATION PREFERENCE PROFORMA

SECTION 2 – PREFERRED LOCATIONS

I am interested in working in the following locations within the Northern Ireland Ambulance Service HSC Trust (please indicate which locations you are willing to work in by way of a number ranking system; you may rank more than one option):

Base location	Sector	RANK
Bridgend Station	East	
Craigavon Station	South	
Ballymena Station	North	
Omagh Station	West	

PLEASE COMPLETE PROFORMA AND BRING TO YOUR INTERVIEW TO GIVE  
TO THE PANEL





**Scheduled Care Service Team Leader  
Recruitment Reference No: 54841861  
Waiting List**

**LOCATION PREFERENCE PROFORMA**

**SECTION 3 – PREFERRED HOURS OF WORK**

**I am interested and available to work the following hours** (please indicate what type of hours you are willing to work; you may tick more than one option):

Full-time ☐

Part-time ☐ \_\_\_\_\_ Hours (max) \_\_\_\_\_ Hours (min)

**PLEASE COMPLETE PROFORMA AND BRING TO YOUR INTERVIEW TO GIVE TO THE PANEL**