



Scheduled Care Sector Lead (Band 7)



Working together



Excellence



Openness & Honesty



Compassion



JOB TITLE: Scheduled Care Sector Lead

BAND: 7

REPORTS TO: Scheduled Care Service Lead

ACCOUNTABLE TO: Assistant Director of Operations with responsibility for Scheduled Care

LOCATION: Sector Area Headquarters

Job Summary

The Scheduled Care Sector Lead will be responsible and accountable for managing Scheduled Care Services on a discrete geographical basis, for example one Division/ Sector, across the Northern Ireland Ambulance Service (NIAS), in accordance with service policies, procedures and directives and in line with Health and Social Care (HSC) Values i.e., Compassion, Openness and Honesty, Working Together and Excellence.

They will be responsible and accountable for managing Scheduled Care Services (SCS) and personnel on a discrete geographical basis across the Northern Ireland Ambulance Service (NIAS), in accordance with service policies, procedures and directives and in line with Health and Social Care (HSC) Values i.e., Compassion, Openness and Honesty, Working Together and Excellence.

The post holder will support the delivery of NIAS SCS by ensuring that services are delivered in line with agreed standards and Key Performance Indicators (KPIs) and that the services are provided within an agreed budgetary framework. The Scheduled Care Sector Lead will be accountable for ensuring high quality and value for money cost-effective Scheduled Care Services within their geographical area and within a delegated budget.

In partnership with the SCS Service Lead, the post holder will develop annual service objectives and an annual work plan for their geographical area, they will be responsible and accountable for delivery against these.

The Scheduled Care Sector Lead will ensure the NIAS strategic vision and values are embedded in all their actions and decisions, and they will be required to take personal responsibility for implementing the NIAS strategic vision as applicable to their service. It will be the post holder's responsibility to deliver and monitor all aspects of their service area on an ongoing basis and to provide assurance and assurance reports on same.

The post holder, together with SCS Service Lead and the SCS Team Leader, will have operational line management responsibility for all Ambulance Care Attendants (ACA) working on SCS activities within their geographical area of responsibility. They will act as both a role model and subject matter expert in relation to all matters relating to SCS. The post holder will ensure their team are achieving, delivering and accurately reporting on agreed Key Performance Indicators (KPI), other quality indicators such as patient satisfaction and performance indicators, including attendance.

The post holder will support other Directorates within NIAS to ensure the implementation and monitoring of Organisational objectives, for example in relation to finance, Internal Audit (IA), fleet, Infection Prevention Control (IPC), Environmental and Vehicle Cleanliness (EVC), Complaints, Serious Adverse Incidents, and Estates (this list is not exhaustive) and will be required to build and maintain close working relationships with stakeholders within the Trust and across the wider HSC.

The post holder will play a key role in supporting the delivery of cost-effective, high quality SCS, in close partnership with the Non-Emergency Ambulance Control (NEAC) team.

The post holder will be required to ensure that all NIAS fleet assets are operationally maximised within their area of responsibility, this will require close day-to-day and partnership working with the NIAS Fleet team and the NIAS EVC team.

Service Delivery:

1. Assist the SCS Leadership team in developing the operational service delivery model for services within the post holders remit throughout NIAS and their respective geographical area.
2. Set, agree and plan team objectives to deliver high quality standards of services reflective of (1) regulatory standards, (2) legislative requirements, (3) codes of practice, (4) guidance applicable to SCS and/or other examples of best practice or new and innovative approaches.
3. Provide all aspects of line management for all ACA staff within their geographical area including recruitment alongside the SCS Service Lead and SCS Team Leader.
4. Be a visible, collective, and compassionate leaders for all staff under their line management and across all levels of NIAS.
5. Contribute to the tendering and contract adjudication process (to include development of product/commodity specifications) under the direction of the

SCS Leadership team and in collaboration with Business Services Organisation (BSO) Procurement & Logistic Service (PaLs) and/or the Trusts Contracts Department in respect of Service Level Agreements (SLA) as appropriate.

6. Contribute to the business planning process, at an appropriate level, within SCS and in collaboration with other Directorates / Teams in NIAS, for example Quality, Safety and Improvement Directorate; Planning, Performance and Corporate Services Directorate; Clinical Directorate and Finance Directorate.
7. Analyse audit and report findings to establish trends, projections and identify root causes, putting corrective measures and improvement plans in place where required, for example in relation to RQIA, Internal Audit, IPC Audit or EVC Audit.
8. Contribute to the development of service strategies, objectives, and policies as a key member of the SCS management team, which support the strategic direction of the NIAS.
9. On a day-to-day basis to be responsible for the end-to-end delivery of high quality, cost-effective SCS in line with agreed KPIs and ensuring compliance with all required processes such as timestamp compliance, booking on / booking off etc.
10. Ensuring at all times that NIAS SCS fleet are effectively managed to enable service optimisation and maximisation of same. This will require close collaborative working with the NIAS NEAC team, the NIAS Fleet team and the NIAS EVC Team. The post holder will be required to ensure that vehicles are available at the 'right place' at the 'right time' and that vehicle standards in terms of maintenance and cleanliness are achieved and maintained.
11. Ensuring that the use of all resources within NIAS SCS is maximised and optimized.
12. Ensuring that NIAS SCS staff are effectively managed and well led in order that all SCS staff feel valued, cared for, and supported in their role and enabled to contribute to excellent service delivery and improvement.
13. Ensuring that NIAS SCS staff are effectively managed and well led to ensure that the SCS service is delivering the highest quality, most effective service whilst ensuring value for money.
14. Working in partnership with NIAS Resource Management Centre (RMC) ensure that rotas are fit for purpose, meet demand, and are adequately staffed for both the short and longer term. Ensure that where service gaps arise due to staffing gaps, actions are taken to address same.

15. Working in partnership with NIAS key stakeholders and patients, support with the undertaking of home assessments and the journey/ care planning process, to include or where complex patient transport needs arise.
16. Ensuring that incidents, accidents, complaints, or serious adverse incidents occurring within their area of responsibility are responded to in accordance with the required timelines for same. That they are responded to in a compassionate manner in accordance with the principles of a just culture and at all times that they are managed to a high standard, according to NIAS policy and procedure and in an open and honest manner.
17. Ensuring that at all times the principles of value for money and high-quality effective services guide decision making within their remit.
18. To ensure appropriate use of Independent Ambulance Services in line with the BSO Service Specification to deliver high quality, safe, effective and responsive services where required.

Service Development:

19. Act as a collective leader to be innovative and transformative within the SCS service, always striving for excellence through improvement.
20. Where required, lead on and contribute to improvement plans / audits or reports about SCS.
21. Contribute to and lead on service development proposals.
22. Ensure a culture of effective team working, continuous improvement and innovation within their own remit.
23. Ensure that their leadership style is congruent with the HSC values and NIAS expectations of leaders and managers.
24. At all times promote a “just culture” within their team and across the organization.
25. Be pro-active in sharing learning, experiences and knowledge relating to good practices, areas for improvement and learning from serious adverse incidents (SAI).
26. Responsible for ensuring service compliance with agreed vehicle cleaning standards and ensuring there is a robust program of audit in place to provide

assurance of standards relating to SCS vehicle cleanliness. Responsible for action planning and actions arising from audit and for reporting in relation to SCS vehicle audits and action plans.

People Management and Development

27. Manage all things relating to their team including recruitment, training, Personal Development Reviews (PDR), absence management, employee relations issues, disciplinary issues etc... (not an exhaustive list)
28. Ensure that ACA staff within their remit are supported to maximise their potential through regular face-to-face contact and engagement.
29. Participate in the organization's Performance Review Scheme and review individually on a regular basis the performance of any direct reports, providing guidance on personal development requirements and advice on appropriate action.
30. Maintain good staff relationships and morale in staff, through effective feedback, recognition, appraisal, and development.
31. Take responsibility for own performance and take action to address identified personal development areas.
32. Monitor sickness absence and take appropriate management action, when necessary, in accordance with the Trusts Attendance Management Protocol and other relevant related Trust policies/procedures.
33. Promote equality of opportunity through own actions and ensure that policy is adhered to by staff for which he/she has responsibility.
34. Take such action as may be necessary in disciplinary matters in accordance with procedures laid down.
35. Manage capability, performance and/or conduct issues in accordance with Trust policies and procedures including management side presentations and / or panel participation at grievance and disciplinary panels.
36. Plan, allocate, monitor, and evaluate work carried out by team.
37. Participate as required in the selection and appointment of staff in accordance with procedures laid down.

38. Delegate appropriate responsibility and authority to the level of staff within his / her control consistent with effective decision making whilst retaining responsibility and accountability for results.
39. Deputise for their line manager or other Sector Leads and provide expert advice relating to service where needed.
40. Undertake any other reasonable duties as may be assigned by their line manager within remit of role.
41. Provide support to staff as required and promote the Trusts Health and Wellbeing Strategy.

Governance, Safety and Excellence:

42. To ensure compliance with (1) regulatory standards, (2) legislative requirements, (3) standards of practice, (4) best practice, through the implementation of procedures, protocols, and control mechanisms.
43. Support with the production of reports and papers to provide assurance in relation to the service as required.
44. Support with the response to freedom of information or subject access requests as required and in line with required timelines.
45. Maintain and expedite, as appropriate all relevant information requirements in relation to staff management via Global Rostering System / HRPTS to Human Resources and Payroll in accordance with establishment procedures and protocols and organisational management (OM) structures.
46. Complete all line management responsibilities in relation to staff contracts, requests and maintain accurate information on the Global Rostering System or HR, Pay, Travel and Subsistence system (HRPTS)
47. Identify, assess and monitor potential risks in work activities; carry out risk assessments as required; and formulate method statements and standard operating procedures (SOP) to reduce risk and ensure compliance with legislation and best practice. This includes carrying out home assessments either with or on behalf of Occupational Therapy colleagues or other Trusts clinicians, to enable safe and timely patient discharge.

48. To ensure accidents / near misses are duly managed in accordance with the Trust procedures, recorded on Datix and investigated, as required and then participate in the remedial measures in line with the Trust Risk Management Policy.

Collaborative Working:

49. Work in collaboration with all relevant stakeholders both internal and external to the Trust, as appropriate on matters relating to the provision of high-quality effective SCS within their area of responsibility.
50. Provide technical and / or specialist advice within the Trust on issues relevant to SCS.
51. Develop effective relationships with trade union representatives in pursuit of modern partnership working and harmonious industrial relations.
52. Utilise feedback mechanisms such as staff feedback / care opinion / complaints / compliments etc to develop the SCS.

Communication and Information Management:

53. Participate as required in accountability review arrangements in relation to the delivery of SCS within their area of responsibility.
54. Ensure that SCS objectives are clearly communicated to staff, that staff are given clear and measurable objectives, are held to account and are provided with regular performance feedback.
55. Liaise with key internal and external stakeholders as required and within scope of role.
56. Promote and maintain effective communication within the team to ensure Trust values, policies etc. are effectively communicated to enhance service provision.
57. Ensure information required for monitoring, benchmarking and reporting purposes is provided in a timely and accurate manner in accordance with Directorate / Trust arrangements.
58. Use benchmarking and other management information sources such as Business Intelligence to ensure SCS are efficient and effective.

59. Take responsibility for communicating technical issues / incidents to a range of stakeholders to include own team, operational colleagues, fleet, EVC and IPC etc.
60. Provide and produce data in relation to the set Key Performance Indicators (KPI) as needed by agreed reporting methods.

Financial and Budgetary Management:

61. Oversee a delegated budget with responsibility for expenditure where appropriate and relevant.
62. Effectively manage financial resources including goods & services and staff expenditure.
63. Responsible for monitoring pay and non-pay expenditure appropriate to their role and act as signatory in accordance with the Trust's Authorisation Framework.
64. Be accountable for the control of pay and non-pay expenditure in accordance with the Trust's Authorisation framework in order to deliver Directorate objectives and achieve financial balance.
65. Support with the reviewing staffing levels on a regular basis and ensure that where services changes occur that staffing resources / levels are reviewed and adjusted accordingly to take account of same.
66. To identify cost improvement and income generation opportunities.
67. To determine the quantity of provisions and / or consumables required and order through the appropriate procurement mechanisms in line with the Trust's Authorisation Framework.
68. To ensure that the information in relation to expenditure for the purpose of any external contractors are completed in the appropriate manner and shared with Financial Management.
69. To participate in the evaluation of equipment and consumables to ensure value for money whilst maintaining quality standards.
70. To ensure appropriate use of Independent Ambulance Services in line with the BSO Service Specification and within an agreed financial envelope, ensuring that financial balance is achieved and that all aspects of financial good practice, governance and probity are adhered to.

Training and development

71. Ensure that accurate records of training and development are recorded and maintained.
72. Ensure that staff under their line management are supported to undertake statutory / mandatory training as required and to ensure that staff are enabled to personally and professionally develop throughout their career in NIAS.
73. Ensure that at all times their own knowledge and skills remain up to date and reflective of best practice, where acting as a trainer / mentor they will ensure that these standards are reflected in any training/mentorship that they provide.

General Responsibilities

HUMAN RESOURCE MANAGEMENT RESPONSIBILITIES

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

1. 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.
2. Ensure access to skills and personal development through appropriate training and support.
3. Promote a culture of openness and honesty to enable shared learning.
4. Encourage and empower others in their team to achieve their goals and reach their full potential through regular supportive conversation and shared decision making.
5. 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

6. The post holder will promote and support effective team working, fostering a culture of openness and transparency.
7. 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.
8. 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.
9. 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.
10. 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.

GENERAL REQUIREMENTS

The post holder will be required to:

11. 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.
12. 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.
13. 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
14. Contribute to ensuring the highest standards of environmental cleanliness within your designated area of work.
15. Co-operate fully regarding Trust policies and procedures relating to infection prevention and control.



16. 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 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.
17. Take responsibility for his/her own ongoing learning and development, to maximise his/her potential and continue to meet the demands of the post.
18. 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.



PERSONNEL SPECIFICATION

POST: Scheduled Care Sector Lead

BAND: 7

REPORTS TO: Scheduled Care Service Lead

RESPONSIBLE TO: Assistant Director of Operations responsible for Scheduled Care

Notes to applicants:

1. 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.
2. 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 Trust 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.
3. 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	Method of Assessment
Qualifications / Experience	A relevant Degree or equivalent relevant professional qualification plus 2 years relevant experience at Band 4 equivalent or higher.	Application form

	<p><u>OR</u> A relevant diploma or equivalent relevant qualification plus a minimum of 3 years' experience at Band 4 equivalent or higher.</p> <p><u>OR</u> A minimum of 5 years relevant experience at Band 4 equivalent or higher.</p>	
Other	<p>Must hold a full, current, unrestricted category B driving licence. A maximum of 3 penalty points will be considered.</p> <p>Be willing to work shifts including a mixture of days/ nights/ mornings/ afternoons/ evenings, weekends and public holidays.</p> <p>Be flexible to work at other locations to meet operational demands.</p>	
<p>SECTION 2: The following are ESSENTIAL criteria which will be measured during the interview / selection stage:</p>		

Skills / Abilities	<p>Proven track record in the delivery of patient centred high-quality patient care / patient transport services.</p> <p>Ability to lead, motivate and challenge a team.</p> <p>Ability to effectively manage Scheduled Care Services and patient care staff to ensure high quality effective services.</p> <p>Good computer skills with ability to use email, Microsoft Word, Excel, TEAMS and Power Point.</p> <p>Excellent communicate skills to include written communication.</p> <p>Ability to use initiative and delegate where required.</p> <p>Ability to prioritise work and workload to ensure delivery of high-quality effective services.</p>	<p>Interview</p>
	<p>Ability to cope with difficult situations in a calm and professional manner as part of a team in a patient / user focused environment.</p> <p>Ability to deliver against a range of Key Performance Indicators and to develop effective work plans to deliver same.</p>	

DESIRABLE CRITERIA

SECTION 3: these will **ONLY** be used where it is necessary to introduce additional job-related criteria to ensure files are manageable. You should therefore make it clear on your application form how you meet these criteria. Failure to do so may result in you not being shortlisted

Factor	Criteria	Required By	Method of Assessment
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Experience	Experience of managing budgets.	Closing date	Application Form
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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.

Please note that this is an EOI for an initial 6-month period. There are opportunities in all four sectors (North, South, East & West) and you will be required to work on a Monday to Friday basis initially, to be reviewed after a 3-month period. The roster is subject to change in line with the needs of the service and as detailed in the job description.



SECTION 7: HSC VALUES & BEHAVIOURS

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



Northern Ireland Ambulance Service
Health and Social Care Trust

