



JOB DESCRIPTION

POST: Station Officer

REPORTS TO: Ambulance Service Area Manager (ASAM)

RESPONSIBLE TO: Assistant Director of Performance Management

LOCATION: Trust wide

JOB SUMMARY

Under the direction of the ASAM, the post holder will be responsible for the line management of operational staff within a delegated area of the Division ensuring that a high quality, cost effective service is delivered in accordance with contractual agreements and Service Policy. He/she will be responsible for staffing and resourcing issues, providing clinical leadership, managing external relationships and ensuring resources are used efficiently and effectively in order to support the Divisional achievement of the National Ambulance Standards and other key performance indicators (KPI's).

Main Duties and Responsibilities

1. To support the ASAM to ensure a high standard of clinical care and safe practice within delegated area of responsibility.
2. To be responsible for ensuring that the highest standards of service provision are maintained and provide managerial support and advice to staff, as appropriate to this role.
3. To support the ASAM contribution to the Trust's achievement of all National, Trust Quality Standards including KPI's by ensuring optimum use of resources in accordance with policies and procedures.
4. To ensure appropriate and timely monitoring and reporting of performance to enable decisions, actions and interventions to take place at the appropriate time and at the appropriate organisational level.
5. To attend and actively participate in regular management meetings and work with the ASAM's and the Assistant Director of Performance to improve and/or consistently maintain performance.
6. To lead/participate in work streams/projects as directed by the ASAM.

7. To maintain open and robust lines of communication between all areas of the Trust ensuring that the ASAM's and other Senior Managers are informed of operational or clinical issues and cascade all relevant Trust information within the Division in a timely and appropriate manner to operational staff.
8. To undertake the investigation of complaints, untoward incidents and accidents at work as appropriate to this role and report accordingly.
9. To undertake risk assessments, Health and Safety Inspections and Fire Code Compliance as and when required.
10. To contribute to the development and implementation of relevant policies and clinical guidelines for the delegated area of responsibility.
11. To attend internal and external meetings and working groups, relevant to the role, contributing to the meetings and bring back key actions and points for discussion with appropriate managers within the organisation.
12. To take a proactive role in establishing and maintaining effective working relationships with subordinates and operational staff, and promote an ethos of collaborative working and harmony within the workplace.
13. To develop and maintain good working relationships with other emergency services, NHS Trusts and other external stakeholders.
14. To develop and maintain internal and external networks to promote NIAS. When required represent the Trust in public arenas and promote its image as a professional forward thinking progressive service.

Staff Management

1. To assume the role of line manager for operational staff, delegating appropriate responsibility and authority consistent with effective decision making to staff within the post holder's remit, whilst retaining overall responsibility and accountability for results.
2. To manage staff in accordance with Trust policy and best practice to ensure that professional standards, including clinical practice, conduct and attendance are maintained, initiating appropriate action in accordance with Trust policies and procedures when necessary.
3. To carry out Personal Development Reviews and develop Personal Development Plans in accordance with the Knowledge and Skills Framework as appropriate to this role.

4. To provide operational training as required and maintain the appropriate records in accordance with Trust policy.

Financial Responsibilities

1. To act as an authorised signatory for overtime payments, consumables, drugs etc within delegated area, reviewing expenditure regularly and ensure any variances are highlighted to the ASAM.
2. To ensure the safe management and storage of drugs in line with current legislation and Trust policies.
3. To ensure that adequate supplies of consumables are maintained on station by managing the Trust's Stock Control Policy.
4. To ensure that station premises, vehicles and equipment are maintained and remain available at all times, taking remedial action when necessary.

Information Resources

1. To ensure manual and computerised information systems are accurate and up to date in relation to vehicles, stock, leave and absence.

Operational Responsibilities

1. To occasionally respond as a paramedic in accordance with the paramedic job description when required.
2. To provide managerial support at Major/Operational Incidents/to attend Major/Operational incidents and assume the role of "Ambulance Incident Officer" until the arrival of a Senior Officer.
3. To participate in emergency planning exercises/reviews of emergency planning activities as and when required.

General

1. To ensure that staff comply with Health and Safety, COSHH and other relevant legislation and Trust policies.
2. To ensure that statutory regulations and Trust policies and procedures are implemented and adhered to at all times.

3. To take part in staff development programmes and annual development reviews and/or undertake further training if and when required.
4. To act at all times in a manner consistent with legislation, policy and procedures in respect of Equality and Diversity.
5. To work to the mission and values of the Trust and display high standards of integrity and professionalism towards clients and colleagues.
6. To continuously develop and update own knowledge and skills within the job role and contribute to setting own work objectives.
7. To demonstrate excellent communication and interpersonal skills in order to work effectively with clients and colleagues at all levels, both internally and externally.
8. To plan and organise own workload within tight timescales and to set and work to agreed objectives.
9. To undertake any other duties relevant to the post as may be assigned from time to time which are consistent with the responsibilities of the Band.

The duties outlined in this job description serve as a guide to the current and major responsibilities of the post.

The duties and obligations associated with the job will inevitably vary and develop and the job description will be reviewed on a regular basis. Changes will be subject to consultation with the job-holder.

PERSONNEL SPECIFICATION

POST: Station Officer

BAND: 7

REPORTS TO: Ambulance Service Area Manager (ASAM)

RESPONSIBLE TO: Assistant Director of Performance Management

APPLICANTS MUST CLEARLY DEMONSTRATE IN THE APPLICATION FORM HOW THEY MEET THE UNDERNOTED CRITERIA. ONLY INFORMATION CONTAINED IN THE APPLICATION FORM WILL BE CONSIDERED AT SHORTLISTING

ESSENTIAL CRITERIA

1. A relevant Degree or equivalent qualification with a minimum of 2 years working experience in an operational/training/control ambulance role at Band 6 or above.
OR
A relevant Diploma or equivalent professional qualification with a minimum of 3 years working experience in an operational/training/control ambulance role at Band 6 or above.
OR
A minimum of 5 years experience within an Ambulance Service to include a minimum of 2 years working experience in an operational/training/control ambulance role at Band 6 or above.
2. Must be a Health Professions Council (HPC) Registered Paramedic.
3. Must hold the IHCD Module C Driving qualification or equivalent recognised experience and be in a position to utilise this qualification at all times.
4. 1 year's experience of managing staff.
5. Demonstrate effective communication skills with the ability to present clear oral and written presentations.
6. Participate on the Officer on call rota.

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 NORTHERN IRELAND AMBULANCE SERVICE EMPLOYEES

Quality

The Northern Ireland Ambulance Service is committed to providing the highest possible quality of service to patients and the community. Members of staff of the Trust 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

You have the responsibility to make yourself aware of, and to conform to, the Trust's Health and Safety Policy and other Health and Safety Policies applicable to your workplace and all relevant statutory provisions, including codes of Practice and Guidance.

Action on Smoking Policy

All employees must comply with the Trust's 'Action on Smoking Policy'.

Equality Schemes

All employees must adhere to the Trust's Equality 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;
- between persons with dependants and persons without.

Applicants must comply with all other policies and procedures of the Trust.

Human Rights

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

Records Management

The post holder has responsibility for the creation and maintenance of records in accordance with Trust's Records Management Policy, Freedom of Information Policy and Data Protection Act 1998 Policy i.e if required to do so, obtain, process and or/use information held on a computer in a fair and lawful way, to hold only for specified registered purposes and to use or disclose the data only to authorised persons or organisations.