



JOB DESCRIPTION

POST: Control Officer Emergency Service

REPORTS TO: Duty Performance Manager

RESPONSIBLE TO: Assistant Director of Control and Communications

LOCATION: Emergency Ambulance Control (EAC)

JOB SUMMARY The post holder will be responsible for the co-ordination and deployment of Accident and Emergency resources to meet the demands of the Service. Operate the Computer Aided Dispatch System (CAD) and integrated Command and Control System (ICCS) in line with Trust policies and procedures and constantly monitor the service response times to patients.

Main Duties and Responsibilities

1. To be fully conversant with the CAD System and ICCS System which includes Automated Vehicle Location System (AVLS) and mobile data tracking and use these systems effectively and efficiently to dispatch the most appropriate resource to an incident.
2. To ensure the Status Plan Management tool is effectively utilised in order to comply with the Trust's Deployment policy.
3. To meet daily key performance indicators (KPI's) and associated targets.
4. To co-ordinate appropriate responses in line with Trust policies and procedures in order to meet the health and safety requirements of operational staff and patients, eg police/fire response, lone workers.
5. To liaise with GPs, Out of Hours staff, other medical professionals and patients/relatives in order to effectively process and assign priority to Doctors Urgent Calls.
6. To manage and respond to difficult and routine queries from internal and external stakeholders in relation to the emergency, urgent and routine transport of patients.
7. To liaise with relevant external clinical staff to ensure requests for routine A&E transportation are scheduled in the most appropriate manner.

8. To co-ordinate the planning and utilisation of specialist transport ie long distance journeys, cross border transfers, aircraft and the transfer of infectious disease patients.
9. To participate in the control and management of ambulance personnel and resources at Major Incidents in line with Major Incident procedures and mobilisation systems.
10. To report any faults or problems with the CAD and ICCS systems in line with Control procedures.
11. To manage unforeseen transport issues, eg vehicle breakdowns. This will include arranging recovery of the vehicle and transfer of patients to continue forward journeys, and reporting of same in line with Control procedures.
12. To manage unforeseen issues within the Control function, eg breakdown of communication, power, lighting or heating systems in line with Control procedures.
13. To report untoward incidents in a timely and accurate manner in line with the Trust's Risk Management procedures.
14. To maintain and update the Occurrence Log Book in accordance with Control procedures.
15. To advise the Duty Performance Manager (DPM) of changes or trends in demand and make recommendations accordingly.
16. To be responsible for regularly producing and maintaining statistical and management information records in accordance with established procedures.
17. To observe careful use of computer equipment in accordance with Health and Safety legislation.

Staff Management

1. To be responsible for the day to day management of Control staff within the EAC, 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 ensure equitable distribution of work and be proactive in making adequate arrangements for the provision of cover.

3. To identify and source information, propose solutions and take appropriate action to solve problems to ensure the comprehensive management of staff within the post holder's remit.
4. To review, at least annually, the performance of staff under the post-holder's management and provide guidance on personal development requirements, identifying and initiating, where appropriate, further training.

General

1. To ensure that statutory regulations and Trust policies and procedures are implemented and adhered to at all times.
2. To take part in staff development programmes and annual development reviews and/or undertake further training if and when required.
3. To act at all times in a manner consistent with legislation, policy and procedures in respect of Equality and Diversity.
4. To work to the mission and values of the Trust and display high standards of integrity and professionalism towards clients and colleagues.
5. To continuously develop and update own knowledge and skills within the job role and contribute to setting own work objectives.
6. Possess excellent communication and interpersonal skills in order to work effectively with clients and colleagues at all levels, both internally and externally.
7. Excellent planning and organisational skills with an ability to prioritise own workload within tight timescales.
8. 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: Control Officer Emergency Service

BAND: 6

REPORTS TO: Duty Performance Manager

RESPONSIBLE TO: Assistant Director of Operations Command and Control

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
Experience/ Qualifications/ Registration	<p>A relevant degree or equivalent professional qualification and a minimum of 1 year's relevant experience in an Ambulance environment or similar field.</p> <p>OR</p> <p>A relevant diploma or equivalent professional qualification and a minimum of 2 years' relevant experience in an Ambulance environment or similar field.</p> <p>OR</p> <p>A minimum of 4 years' relevant experience in an Ambulance environment or similar field.</p>	<p>Shortlisting by Application Form</p> <p>Assessment Centre</p>
Qualifications/ Registration	Hold or be prepared to attain Emergency Medical Dispatch accreditation.	Shortlisting by Application Form

SECTION 2: The following are ESSENTIAL criteria which will be measured during the interview/selection stage:

Skills / Abilities	Ability to work shifts over 24 hours including weekends and bank holidays.	Interview / Test
Knowledge	A working knowledge of Microsoft Office Suite or equivalent.	Interview / Test

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.