

## NEW JOB / EVALUATION RECORD

POST TITLE: Scheduled Care Service Team Leader

BAND: 4

PROFILE MATCH (IF APPROPRIATE): Support Service Supervisor Higher Level

Factor	Rationale	Profile Level	Match	Level	Points
1	<p><b><u>Communication &amp; Relationship Skill</u></b></p> <p>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.</p> <p>Actively contributes to Station / Team/ Directorate meetings.</p> <p>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.</p> <p>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.</p> <p>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 <a href="http://engage.hscni.net">engage.hscni.net</a></p>	2-3ab	M	3	21
2	<p><b><u>Knowledge, Training &amp; Experience</u></b></p> <p>Hold NVQ/VRQ/QCF Level 3 Certificate in Health/Health &amp; Social Care or an equivalent qualification</p> <p><b>OR</b></p> <p>Hold NVQ/VRQ/QCF Level 2 Certificate in Health/Health &amp; Social Care or an equivalent qualification <b>AND</b></p> <p>1 years experience working in an</p>	4	M	4	88

	<p>ambulance/healthcare environment</p> <p><b>OR</b></p> <p>4 GCSE's at grade A – C including English and Maths (or equivalent) qualifications <b>AND</b> 1 years experience working in an ambulance/healthcare environment</p> <p><b>OR</b></p> <p>Have 2 years' experience working in an ambulance/healthcare environment</p> <p>Must hold a full, current, unrestricted category B driving licence. A maximum of 3 penalty points will be considered.</p> <p>Ability to work across a number of competing priorities to deliver results.</p> <p>Excellent communication skills.</p> <p>Ability to motivate, inspire, lead and hold to account a team of staff.</p> <p>Ability to promote and deliver service improvement.</p> <p>Be willing to work shifts including a mixture of days/ nights/ early mornings/ afternoons/ evenings, late nights/ weekends and public holidays.</p> <p>Be flexible to work at other locations to meet operational demands.</p>				
3	<p><b><u>Analytical and Judgemental Skills</u></b></p> <p>Undertake, address, report and escalate audits and risk assessments related to their areas of responsibilities.</p> <p>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, journey start and finish times and turnaround times.</p> <p>Checks on and arranges replacement of equipment and materials and oversees same on all vehicles within their area of responsibility.</p> <p>Ensures the safety and wellbeing of all ACA staff that they are responsible for through the consistent application of NIAS policies and procedures and</p>	3	M	3	27

	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.				
4	<p><b><u>Planning and Organisational Skills</u></b></p> <p>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.</p> <p>Be responsible for ensuring, in partnership with NEAC, maximisation of vehicle loading, referred to as vehicle loading factor.</p> <p>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.</p> <p>Ensure each SCS ambulance within their area of responsibility is in a clean and legally 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, Environmental and Vehicle Cleanliness team and the relevant Operations Centre as appropriate.</p> <p>Ensures that vehicles are in the right place at the right time, to ensure optimal service delivery. This will be achieved through effective planning, recording, vehicle and staff moves as needed.</p>	2-3	M	3	27
5	<p><b><u>Physical Skills</u></b></p> <p>Driving and keyboard skills</p>	2 – 3ab	M	2	15
6	<p><b><u>Responsibility for Patient/Client Care</u></b></p> <p>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</p> <p>Ensures that they and their direct reports, care for and transport patients in a caring and compassionate way, in accordance with all NIAS policies and procedures and in accordance with the HSC values</p>	1-2	V	3a	15

7	<p><b><u>Responsibility for Policy/Service Development</u></b></p>				
	<p>Be responsible for operational compliance with NIAS journey timestamp completion  Complies with all Health &amp; Safety Policies &amp; 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  Ensures that all approved and relevant operational and clinical procedures are observed  Ensures that all work allocations / activations are responded to promptly in accordance with the Trust Deployment guidelines.  Adhere to and promote Organisational policy and procedure in all staffing matters, participating as appropriate in a way which underpins The Organisation's values</p>	2	M	2	12
8	<p><b><u>Responsibility for Financial and Physical Resources</u></b></p> <p>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.  Will be responsible for full and proper completion of records pertaining to hours worked, timesheets, travel expenses, overtime approval, sickness notifications etc such that staff receive accurate payment  Ensures proper authorisation of all returns for pay purposes, overtime records, etc as stipulated by the Trust</p>	2dc-3be	M	3ae	21
9	<p><b><u>Responsibility for Human Resources</u></b></p> <p>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.  Supports new staff with all aspects of induction  Undertakes annual personal development reviews with all staff for whom they are responsible.  Ensures that all their own required statutory and mandatory training requirements are completed and</p>	2ac	V	3a	21

	<p>ensures that staff for whom they are responsible complete same within the required timescales.  Provides line management and operational supervision for all ACAs within their area of responsibility.  Manages staff under their supervision to maximise SCS cover levels and service provision.  Ensuring that absence is managed effectively and in line with NIAS policy and procedure.  Ensuring that staff under their responsibility are adhering to all policies and procedures, including sickness absence.  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.  Will be responsible for authorisation and usage of leave for staff within their area of responsibility whilst ensuring that core staffing levels are maintained.  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.  Ensure access to skills and personal development through appropriate training and support.</p>				
10	<p><b><u>Responsibility for Information Resource</u></b>  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.  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.</p>	1	V	2ab	9

	<p>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 Scheduled Care Sector Leads and completes record keeping in relation to same, for example using DATIX.</p> <p>Monitors and analyses relevant information systems and produces reports as required by the Scheduled Care Sector Lead / Service Lead, for example DATIX. MEG etc....</p> <p>Takes responsibility for regularly producing and maintaining statistical, personnel and management information records in line with established procedures and as required.</p>				
11	<p><b><u>Responsibility for Research and Development</u></b></p> <p>No responsibility</p>	1	M	1	5
12	<p><b><u>Freedom to Act</u></b></p> <p>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.</p> <p>The post holder will be responsible for the staff, vehicles, and equipment of the SCS across a discrete geographical area.</p> <p>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 based on 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.</p> <p>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.</p>	3	M	3	21

13	<b><u>Physical Effort</u></b> Assume physical effort in inspecting vehicles	2ad- 3bc- 4bc	M	2b	7
14	<b><u>Mental Effort</u></b> May have to deal with unplanned situations such as vehicle breakdowns, accidents and other incidents	2a	M	2b	7
15	<b><u>Emotional Effort</u></b> Dealing with staffing and accidents	1a-2a	M	2a	11
16	<b><u>Working Conditions</u></b> Driving in inclement weather VDU use	2e- 3ab	M	2ae	7
				<b>Band 4</b>	<b>314</b>