

NEPTS Control Manager

(Exactly the same as the Regional PCS Control Manager JD/PS)

Job Title: NEPTS Control Manager

Grade:

Accountable To:

Location:

Summary of Role:

The efficient management of Patient Care Services and all Patient Care Services Control Services Staff, irrespective of role during period of duty or shift. The application of National Control Procedures and other procedures and instructions concerned with the movement of patients within the defined standards of Patient Care Services during the period of duty.

Role Overview/Core Responsibilities:

- Ensure all staff maintain compliance with all procedures and work instructions as detailed in Patient Care Services Control Operating Procedures, all Regional Directives and all statutory legislation, i.e., Health and Safety Act, Data Protection Act, etc.
- The effective and efficient mobilisation and deployment of resources, to ensure that the Service and any other locally agreed or contractual standard manages the activity in line with Quality Standards and performance requirements.
- Report all patients falling outside the defined Standards for the daily activity.
- Ensure the efficient use of staff is maintained in the Department at all times during the period of duty, including the allocation of meal breaks for all Patient Care Services staff.
- Management of the day to day activity within the area of responsibility, to ensure the needs of the patients, commissioners and staff are met.
- Create and implement a customer focused approach to the provision of services, developing customer care initiatives that ensure Performance Standards and Quality Indicators are met.
- Assist in the Integration of Change Strategies in respect of integrated transport initiatives and changes in service delivery.
- The maintenance of accurate and proper records relating to the operations of the service during their period of duty.
- Initiate procedures in respect of Major Incidents, Chemical Incidents and other untoward incidents in accordance with Service Procedures.
- Provide leadership for all staff within area of responsibility, by displaying high standards which reflect a professional corporate image.
- Monitor performance of staff within area of responsibility.

- Address operational blockages in the NHS System which affects performance, advising the Regional Patient Care Services Head of Service as required.
- Ensure feedback from staff is acknowledged and actioned.

Regional Specific Responsibilities:

- The post holder will be expected to liaise with all levels of staff and to develop and maintain contacts with outside agencies.
- Contribute to the regional bulletins and quarterly newsletters
- To contribute to both Regional and National Projects as required.
- The following staff will be directly accountable to the post holder who will therefore manage their conduct and performance:-
 - Clinic Co-ordinators and Planners
 - Other support staff allocated to the Department.
 - Regional call centre/ NET centre staff

Clinical Governance:

- Monitor complaint investigations and findings and action all recommendations.
- Minimise inappropriate use of resources and / or patient care by ensuring that a system is in place which encourages the reporting of all critical incidents and Health and Safety issues.
- Determine needs for formal investigations and award up to first written warning within formal disciplinary environment.
- Develop communications with the Communications Manager and generate positive publicity within your area.

Information Management:

- Manage the day to day performance standards of the area.
- Keep records relating to your area on budgetary control, staffing, vehicles, complaints and risk management.
- Communicate effectively and in a timely manner with staff, briefing individuals and teams on developments and potential change.
- Proactively monitor, analyse and report on service delivery patterns and resource application, recommending continuous improvement programmes where necessary.
- Maintain information systems to maximise effective use of Management Information Systems relating to staff and deployment of resources.
- Ensure all documentation is completed in accordance with Trust procedures and protocols.
- Provide information which can be contentious – roster reviews.

Financial Management:

- Monitor and control use of resources and costs to key performance indicators.
- Identify and recommend resource requirements to service developments and projects.
- Identify initiatives for continuous improvements and efficiency savings.
- Actively participate in managing costs and reducing overheads in line with corporate goals and service objectives.
- Contribute to the preparation of annual budget in collaboration with the Regional Patient Care Services Head of Service.
- Achieve a balanced budget.

Systems Management:

- Use computer and various packages, including Microsoft Word, Microsoft Excel and Microsoft PowerPoint.
- Use email and the Intranet to access financial reports and budget information.
- Use of EIS reports as required.
- Authorisation of time sheets, expenses and other payroll information.
- Regular generation of reports for submission to Regional Patient Care Services Head of Service, Staff Representatives and Stakeholders, for performance analysis.
- Access and analyse reports on performance standards, absence trends.
- Analyse information to produce quarterly action plans for performance improvements based on forecasts.

Training Management:

- Monitor and maintain all training records to ensure compliance with National College requirements.
- Assist with the recruitment and selection of staff and staff appraisals, to ensure that clearly defined performance targets are met.
- Ensure that all staff are adequately trained to meet Service requirements and appraisal arrangements are successfully accomplished.
- Identify training and development needs of staff which are designed to motivate and encourage personal development, in line with Corporate Strategy and National Guidance.

Key Responsibilities:

The post holder's principal responsibilities and main areas of work are as indicated below.

- Management of a Patient Care Services Control and Communications Centre and staff employed in it.
- The efficient and effective planning and deployment of Patient Care Services resources.

- Measure performance against Key Performance Indicators and implement changes to improve where necessary.

Key Relationships:

- Customer Care Services Manager.
- Customer Care Supervisors
- Operational Supervisors.
- ACS Manager.
- Regional NET Centre Supervisor.

Performance Review:

- The performance of the post holder will be monitored and reviewed by the Regional PCS Head of Service.

Use of Trust Equipment, Facilities and Premises:

- Use all Trust equipment, facilities and premises in a careful and proper manner, with due regard for the security of such items and the safety of self and others.
- Ensure that such equipment, facilities, and premises are kept tidy, and that high standards of cleanliness are maintained, particularly in relation to communal areas and equipment.
- Complete all necessary documentation as required by procedure.

General:

- The post holder may be required to undertake such other duties temporarily or on a continuing basis as may reasonably be required commensurate with this role.
- Managers are responsible for implementing and monitoring any identified and appropriate Risk Management Control measures within their designated area and scope of responsibility. In situations where significant risks have been identified and where local control measures are considered to be potentially inadequate, Managers are responsible for bringing these risks to the attention of the Trust's Executive Team, if local resolution has not been satisfactorily achieved.
- Comply with all Trust policies and procedures, with particular reference to those involving Risk/Health and Safety, Dignity at Work/Equal Opportunities and IT Security.
- It is the general duty of every employee to take reasonable care for the Health and Safety of him/herself and others including the use of necessary safety devices and protective clothing and co-operation with the Trust in meeting its responsibilities under the Health and Safety at Work Legislation. Ensure Health & Safety Policies are complied with at all times.
- Every employee is required to keep confidential all information relating to either a member of staff, patient or Trust business. The post holder has a responsibility to comply with the Data Protection Act 1998 and Code of Practice on Confidentiality and Data Protection.
- This profile is not a definitive document. The post holder will be required to participate in personal development, development reviews and the post will be subject to job evaluation. As the Trust develops, it is crucial that the post holder contributes to the process of organisational development within the Service.
- It may be necessary on occasions for the post holder to attend some evening / weekend events.

IMPORTANT NOTE:

This job description is intended to serve as a guide to the responsibilities of the post. It is expected that responsibilities will need to be reviewed, as the Organisation matures and in light of experience, in order to ensure compatibility with other roles and responsibilities and to reflect changing circumstances.

Any proposed changes will be discussed with the post holder.

Person Specification

Job Title: PCS Control Manager.

These are the minimum requirements needed for the trained, competent jobholder:

Qualifications:

- Possessing or working towards a degree level qualification or equivalent experience.(Essential)
- Management qualification or equivalent supervisory/management experience. (Desirable)
- Evidence of Continuing Professional Development.(Desirable)

Experience & Knowledge:

- Computer Literate (Essential)
- Ambulance Service experience (Essential).
- Supervisory/Managerial Experience (Essential)
- Experience of working within a call centre/control environment (Desirable)

Personal Abilities and Skills:

- Ability to inspire and lead a team
- Self motivated.
- Ability to use own initiative.
- Analytical
- Proactive, Forward Thinker
- Communication, Problem Solving.
- Good oral and written communicational skills.
- Ability to work under strict timescales.
- Ability to work within a Team.

General:

- High degree of personal integrity and confidentiality.
- Ability to travel between sites.