

NORTH WEST AMBULANCE SERVICE NHS TRUST

EMERGENCY OPERATIONS CENTRE

JOB DESCRIPTION

TITLE: EOC DUTY MANAGER

REPORTS TO: Deputy Sector Manager ~ Emergency Operations Centre

RESPONSIBLE TO: Sector Manager ~ Emergency Operations Centre

MAIN PURPOSE OF THE JOB

To manage the Control team and services 24hours a day, 7 days a week. Ensure smooth running of ambulance resource to meet the changing demands of the Service. Plan to meet internal and national performance targets making reactive contingency plans for areas below standard. Provide initial focal point and management for the ambulance service out of office hours including line management for all ambulance service staff on duty.

PRIMARY DUTIES AND RESPONSIBILITIES:

1. Line-manage Supervisors and Performance Managers ensuring their job responsibilities are continuously carried out to standard. Manage all aspects of discipline and staff issues for the team using Trust policies and procedures for guidance.
2. Take responsibility for all performance areas within your tour of duty, analyse activity looking for trends and make suggestions for improvements to meet and exceed standards.
3. Create a detailed shift report to disseminate to relevant managers, ensuring communications regarding hospital diversions, large-scale incidents, resource levels and any other operationally crucial information is available.
4. Manage any major incidents in conjunction with the Ambulance Incident Officer taking responsibility for all communications relating to the incident.
5. Manage the highly complex issue of core services alongside any large scale or major incident, making decisions to protect corporate identity during such high profile incidents or activity
6. Using your own judgement alert the on call managers on a variety of complex issues to include
 - Incidents that have potential to become large scale including all CBRN incidents
 - Matters relating to the effective and efficient running of the service
 - Interruptions to services e.g full technical failures

7. Implement back up procedures and carry out all precautionary measures relating to damage limitation and continuation of service.
8. Ensure the continuous readiness of back up facilities including materials and equipment in the Emergency Operations Centre.
9. Evaluate environmental difficulties and be instrumental in invoking the evacuation plan using service contingency plans and procedures for guidance
10. Control annual leave and sickness using appropriate recording mechanisms. Authorise overtime payments within your responsibility and staff key dates throughout the year whilst working to remain within budget allocation. Work in line with Trust financial procedures.
11. Consider staff working hours requests in line with the Flexible working policies
12. Identify to the Sector Manager areas that may cause cost pressures to the Emergency Operations Centre and look for cost improvements
13. Produce regular team Key performance indicator statistics at an update meeting with the Sector Manager, identifying areas exceeding or below standards and making suggestions and implementing plans for improvement
14. Ensure team resource utilisation can be maximised by avoiding skill erosion and actively supporting staff development and education providing cost effective opportunities and working with the Performance Managers to provide solutions for specific training needs
15. Prepare for and carry out an annual Managers Development Review process with team managers to monitor knowledge and skills framework competency requirements, identify development needs and career progression plans as well as to set and agree annual objectives
16. Take steps to resolve often sensitive and highly emotive complaints using the Trust Complaints procedures, carrying out investigations, making recommendations and taking remedial action as required
17. Report all concerns regarding equipment / system efficiency to the relevant departments and take action to protect the welfare of staff in the unit and the Trust until the situation is resolved
18. Represent Control management at Emergency planning, management briefs, training exercises and incident debriefs as required
19. On receipt of adverse incident reports carry out investigations, make recommendations and take remedial action as required
20. Share best practice with colleagues by attending Manager grade team meetings

21. Contribute to the testing and evaluation of new concept, policies, training, procedures and equipment that will enhance performance of teams, individuals and self.
22. Maintain own Continuing Professional Development portfolio and encourage CPD use within your team
23. Co-ordinate dissemination of Vulnerable child information to all relevant agencies
24. Communicate with the Strategic Health Authority, other NHS agencies, Emergency Services, Media as well as NWS NHS Trust senior managers on a variety of highly complex and sensitive issues that may impact on service delivery or require special plans, making decisions on appropriate actions. Issues may include:
 - Weather warnings
 - Road closures
 - High risk planned police operations
 - Other service major incidents
 - Hospital closures
 - Large scale incidents across the NWS border
25. Be aware of and apply principles of patient confidentiality, all current data protection legislation and vulnerable persons procedures (child and adult) to all aspects of work.
26. Maintain a safe and clean working environment, ensuring the security and cleanliness of the Operations Centre and surroundings making sure that yourself and staff are adhering to all Health and Safety regulations and taking appropriate action to rectify any breaches.
27. Prepare for and partake in an annual Managers Development Review to identify development needs and career progression plans as well as agree your annual objectives
28. Ensure that own actions and those of your team support equality and diversity and maintain an understanding of legislation relating to equal opportunities, bullying and harassment. Challenge and providing feedback and guidance to any breaches of the Trust policies within these areas.
29. Be reactive and supportive to Health Service changes that affect the Ambulance service. Managing any changes in the workplace maintaining staff morale and motivation to obtain best results and ease of implementation
30. Attend all mandatory training required to carry out a managers role within NWS NHS Trust
31. Work in line with the NHS Managers Code of Conduct

32. Deputise for the Deputy Sector Manager as directed.

Performance Standards applicable to the Resource Manager role include:

- Emergency Operations Centre Key Performance Indicators, monitored and issued monthly by line manager
- National Ambulance performance standards
- Management Objectives

Due to the flexible nature of the role of Duty Control Manager, the above is an indication of the duties involved and is not exhaustive