

## **PTS Control Duty Manager – Scope of Practice**

### **Introduction**

This scope of practice outlines the delivery of essential and desirable knowledge and skills against the work area objectives of the PTS Control Duty Manager. Working within a changing environment, this scope of practice should be read in conjunction with the Duty Manager Job Description and defines the specific responsibilities associated with the role.

### **Work Role**

The Duty Manager will lead a team of Day Controllers, Planners and Ambulance Liaison Officers, managing the preparation and delivery 'on the day' of planned and unplanned patient journeys.

### **Objectives**

- **Delivery of Contractual Performance** – The Duty Manager will understand and deliver Key Performance Indicators for their work area, defined within the PTS Contract, managing efficient working practices, releasing blockages to delivery both directly and through robust stakeholder liaison (Operations/Acute Hospitals).
- **Develop knowledge and analytical understanding of new contract** – in transition to the new contract, a working knowledge of that contract will be required, to deliver a high standard of care.
- **Leadership, Internal Communications (Bureau)** – The Duty Manager will be responsible for strong levels of engagement with the team, ensuring changes are effectively communicated and implemented, regular briefings are completed and lines of feedback are opened with staff.
- **Relationships, External Communications (Operations, Stakeholder)** – The Duty Manager will lead proactive and reactive team communications with key stakeholders, ensuring efficient delivery of care and high levels of partnership working.
- **Standard Operating Procedures (SOP)** – The Duty Manager will support managers in the development and roll-out of new SOPs, assuring team knowledge and compliance against those and existing policy.
- **Efficient Management** – The Duty Manager will assure team well-being through the application of HR policies and procedures. They will also monitor the effectiveness of electronic systems in their area, escalating issues as they arise.
- **PADR** – The Duty Manager will ensure all staff in their area receives a PADR appraisal, with meaningful outcomes to support personal and business objectives.