

Welsh Ambulance Service NHS Trust

JOB DESCRIPTION

(NS 01/08/2015)

JOB DETAILS:

Job Title	NEPTS Operational Manager
Pay Band	7
Hours of Work and Nature of Contract	37.5 hours per week Permanent Contract
Division/Directorate	Patient Care Service
Department	
Base	

ORGANISATIONAL ARRANGEMENTS:

Managerially Accountable to:	NEPTS General Manager
Reports to: Name Line Manager	NEPTS General Manager
Professionally Responsible to:	NEPTS General Manager

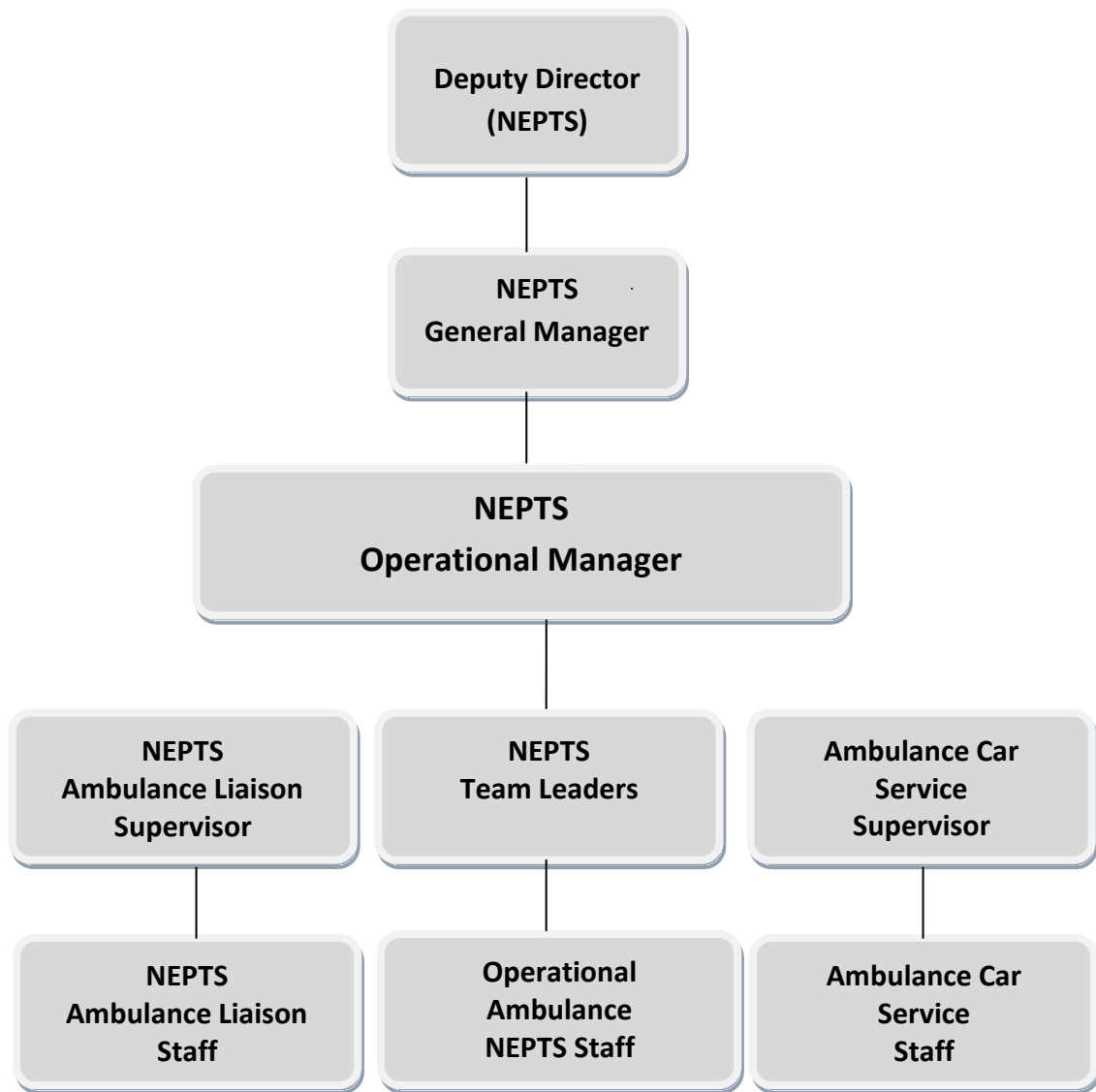
Add organisational statement on values and behaviours

Job Summary/Job Purpose:

Accountable for the performance and quality of NEPTS within an agreed geographical area, ensuring the contractual requirements contained within the local Commissioner Service Level Agreements, together with Trust Policy, Procedures and Quality standards are achieved, implementing change where necessary.

Line management responsibilities for a group of Team Leaders, their dedicated operational teams and Hospital Liaison Staff, ensuring the performance framework in place are strictly adhered to at all times.

Organisational Chart



DUTIES/RESPONSIBILITIES:

General

Accountable to the NEPTS General Manager for the delivery of safe, effective and efficient high quality delivery of Patient Care Services (NEPTS) within a specific geographical area.

Full line management responsibilities for a group of Team Leaders (3-6) and their dedicated operational teams (60 – 100) and Hospital Liaison Staff (4-8) ensuring the performance framework in place is strictly adhered to at all times.

Accountable for the performance and quality of NEPTS within an agreed geographical area, ensuring the contractual requirements contained within the local Commissioner Service Level Agreements, together with Trust Policy, Procedures and Quality standards are achieved, implementing change where necessary.

Relationship management responsibilities with local Health Boards, NHS Trusts and other key stakeholders.

Support, mentor and coach team members in order each may achieve their full potential.

Help to develop a culture where empowerment is the norm and some level of decision making is permitted, allowing every individual to make a valuable contribution.

Foster innovative practice that leads to improved patient experience, and/or achieves value for money

COMMUNICATION AND RELATIONSHIP SKILLS

To maintain regular, effective and timely two-way communications within the team, ensuring all feedback from staff is acknowledged and actioned.

To act as the initial point of contact for Health Board, NHS Trusts, and other key NEPTS stakeholders.

Build strong and productive working relationships with local Emergency Medical Services (EMS) personnel, Health boards, NHS Trusts and other key stakeholders.

Establish excellent employee relations and ensure that all service policies and procedures are adhered to in a fair and equitable manner.

Encourage staff participation to help shape the strategic direction of the business by participating in the initiatives and activities contained within the NEPTS Communications Strategy.

KNOWLEDGE, TRAINING AND EXPERIENCE

Will be a Qualified Ambulance Care Assistant and able to undertake full range of duties if required.

Will be fully trained in the use of Cleric.

Provide the General Manager with regular updates relating to any areas of risk that might impact on the delivery and achievement of local Key Performance Indicators (KPI's) and/or Quality Standards.

ANALYTICAL AND JUDGEMENTAL SKILLS

Monitor and review complex performance data of the area against its agreed targets, objectives and trends using data effectively and be responsible for taking corrective action where performance is failing to achieve the required standards.

Meet regularly with Operational Team Leaders to jointly monitor team performance, identify remedial action when required.

Meet regularly with Health Board commissioners to review activity, finance, quality and performance reports, identify remedial action when required.

Ability to analyse team performance information, identifying and reporting on trends that may impact on service delivery.

Provide analytical information that shares with stakeholders the performance levels being achieved, comparing these to the requirements of the local Service Level Agreements, and/or business quality standards.

To investigate, gather evidence and where required present findings at disciplinary, grievance or formal sickness hearings promptly, and in accordance with Trust Policies and Procedures.

Provide the Area Manager with advice on any area where improvements in service delivery might be made.

PLANNING AND ORGANISATIONAL SKILLS

Ensure that the Performance Management Framework is embedded with team behaviour and culture.

Responsible for ensuring that the level of resources required to deliver performance are provided..

Contribute to long-term, strategic plans for NEPTS and be responsible for implementation of business, operational plans within a specific Health Board areas ensuring they are consistent with corporate objectives and priorities and which consider all possible risks, issues and uncertainty.

To participate in the review of service delivery models, policies or procedures being undertaken by the Area Manager, following which provide support in the implementation of any agreed change.

Undertake monthly performance reviews with Operational Team Leaders, holding each accountable to deliver against agreed KPI, Quality Standards and other relevant business objectives, implement changes to improve where necessary.

Support the General Manger in the implementation of any changes to local service delivery models, including integrated transport initiatives that help us to drive change and become more efficient and effective.

Ensure we optimise the use of all resources to the maximum benefit of the business.

Keep team records relating to operational performance, budgetary control, staffing, abstraction (holidays/sickness/training/other), vehicles, commendations, concerns, Health Safety and Risk Management.

Arrange and prepare internal/external meetings as and when required.

PHYSICAL SKILLS

To undertake NEPTS operational duties as and when required to do so.

Ability to use PC and common software packages.

Full driving license and ability to drive nationally.

PATIENT / CLIENT CARE

Develop and implement customer care initiatives that help aid performance and improve patient experience.

Undertake full range of operational duties when required.

To liaise with service users, ensuring to resolve any concerns quickly when it is possible to do so.

Monitor satisfaction surveys, complaints and concerns received from patients who have travelled with their operational teams. Take appropriate action where necessary and feedback to the Area Manager so that he/she may keep commissioners and other stakeholders up to speed with the actions we have taken to correct behaviours leading to improved patient outcomes and experience.

Visit patients at their place of residency when requested to do so by the NEPTS Control Manager and/or the Area Manager in order to take statements relating to a concern raised, or when a risk assessment is required.

POLICY AND SERVICE

Ensure all team colleagues comply in full with Trust service policy and procedures.

Ensure effective implementation of any revised, updated or new procedures/equipment takes place, maintaining safe and efficient team practice at all times.

Ensure all supervisors and staff comply in full with our business values, policy, procedures, care standards and service instructions.

Support the NEPTS Area Manager in the revision and development of new guidance designed to improve the working environment and/or patient experience.

FINANICAL AND PHYSICAL

Accountable budget holder for income and associated expenditure for staff and resources within an agreed operational area. Accountable for the monitoring of pay and non-pay expenditure and to achieve a balanced budget. Budget in region of £3m.

Identify and promote opportunities to generate further income.

Support the Area Manager in the preparation of the annual NEPTS budget.

Working in conjunction with the NEPTS Control Manager, ensure that all direct costs are minimised and the services provided by the team are delivered efficiently and with prudence.

Undertake regular audits to ensure any financial claims being made by team colleagues are an accurate reflection on the costs being incurred.

Confirm and authorise overtime expenditure within the budget.

Support the Trust in the delivery of Cost Improvement Programmes (CIP's)

Support the Area Manager in contract negotiations, ensuring all agreements reached can be delivered.

HUMAN RESOURCES

Line management responsibilities for a group of Team Leaders, their dedicated operational teams and Hospital Liaison Staff, ensuring the performance framework in place are strictly adhered to at all times.

Undertake monthly Individual Performance Reviews (IPR's) annual Personnel Development Reviews with all direct reports.

Ensure all Trust staff, regardless of line management responsibility are demonstrating our core values, working at all time in line with Trust policies, procedures and agreed processes.

Responsible for the Health and Safety of all direct reports, undertake regular safety checks, risk assessments, ensuring all staff are operating within a safe working environment.

Support individuals to maximise their health and wellbeing in order to deliver the best patient outcomes.

Support direct reports during periods of absence caused by sickness, hold return to work interviews, document the same, initiate and record any welfare support that is either identified or requested.

Escalate any issues or concerns in relation to either the performance or wellbeing of any team member to the Area Manager.

To oversee, and where required provide guidance to local managers in his/her area, and/or any other area of the business as requested by the Area Manager.

To identify and manage recruitment requirements and lead in the selection process for his/her area, and/or any other area of the business as requested by the Area Manager.

Demonstrate an understanding of, and commitment to the principles of equal opportunities, equality and diversity.

Present to, and/or chair disciplinary/grievance hearings when required to do so.

INFORMATION RESOURCES

Responsible for data cleansing to ensure accurate reporting of KPI's and in conjunction with system administrator, ensure the contract parameters are correct within the bespoke database, liaising with the relevant support departments when necessary.

Maintain confidentiality regarding personal data for all area staff and patients, ensuring full compliance with Information Governance (IG) requirements.

RESEARCH AND DEVELOPMENT

Keep abreast of pertinent literature relating to national initiatives aimed to improve patient safety and experience, whilst also service developments taking place within Non- Emergency Patient Transport Services in the UK.

FREEDOM TO ACT

The ability to work with minimal supervision, prioritise workloads effectively and efficiently, demonstrating excellent time management techniques.

Deliver the NEPTS within broad national constraints allowing local flexibility.

Promote leadership and management styles that encourage local innovation and creativity, finding new solutions that help promote patient experience within a prudent healthcare arena.

PHYSICAL EFFORT

Physical effort is required whilst undertaking operational duties.

MENTAL EFFORT

Medium level of concentration required to analyse performance information and statistics

EMOTIONAL EFFORT

Minimal distressing or emotional circumstances can be experienced, when either visiting patients and/or their relatives during times when concerns have been raised, and/or when dealing with sensitive staff issues.

WORKING CONDITIONS

Frequent travel is required, especially during times when undertaking operational duties and responsibilities.

Daily use of Visual Display Units (VDU's)

This job description is intended to serve as a guide to the responsibilities of the post. As a learning organisation, these responsibilities will be reviewed in the light of experience and new knowledge, helping the business to modernise and improve within an ever changing working environment.

PERSON SPECIFICATION

The knowledge to be measured in the minimum needed to carry out the full duties of the job to the required standards. Qualifications should be used to provide an indicator of the level of knowledge required. Training and experience is also a means of acquiring the knowledge required for a job such as on-the-job training, short courses and experience to an equivalent level of knowledge which should be specified.

NOTE: Please do not use the number of years experience as this is potentially discriminatory and these will be returned. It is essential that managers concentrate on the sorts of skills and qualities needed to fulfil the duties of the post.

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and/or Knowledge	<p>Educated to degree level in relevant area such as Business or Healthcare.</p> <p>and/ or</p> <p>Significant experience and specialised knowledge in Business, Logistics or Healthcare.</p> <p>.</p>	<p>Above average knowledge of performance information, including data interpretation.</p> <p>Experience of managing at a senior level within the NHS. (i.e. managing managers)</p> <p>SLA and/or account management</p> <p>NHS complaints processes</p> <p>Knowledge of NEPTS in the UK</p>	Application form
Experience	<p>Significant experience of managing staff.</p> <p>Significant experience of Financial Management and budgetary control</p> <p>Computer literate with a adequate knowledge of Word/Excel</p> <p>Experience of using information systems to influence management decisions.</p> <p>Experience of working collaboratively</p>	<p>Utilisation of information systems and data analysis</p> <p>Working collaboratively with Health Boards/external stakeholders to integrate and improve service provision</p> <p>Working within a Health Service/Care environment</p> <p>Working with members of the public</p>	Application form and interview

	<p>with staff representatives to affect change.</p> <p>Working effectively with partners to develop services and facilitate change</p> <p>Working within a performance and/or service delivery environment</p> <p>Financial Management and Control</p> <p>Computer literate with a basic knowledge of Word/Excel</p> <p>.</p>		
Aptitude and Abilities Skills	<p>Excellent communication and interpersonal skills</p> <p>Able to build positive relationship with business partners and work collaboratively</p> <p>Ability to translate complex information and simplify in clear and succinct messages</p> <p>Experienced in time management and history of successfully meeting deadlines</p> <p>Well developed analytical skills</p> <p>Well developed report writing</p> <p>Well developed investigative skills</p> <p>Ability to work independently and use initiative to solve problems</p> <p>Ability to deal confidently, tactfully and</p>	Ability to speak Welsh	Interview

	<p>effectively with people</p> <p>Evidence of close team working to achieve successful outcomes.</p> <p>Ability to influence other team colleagues to deliver their agreed objectives</p> <p>Methodical and logical thinker</p>		
Personal Qualities	<p>Self-motivated</p> <p>Self-awareness</p> <p>Evidence of integrity, objectivity and fairness</p> <p>Confident, having personal impact, credibility and authority to secure support from peers, staff, the public, partners and other audiences.</p>		<p>Application Form</p> <p>Interview</p> <p>References</p>
Circumstances	<p>Ability to travel to locations around Wales, often at short notice.</p> <p>Able to work hours flexibly.</p>		<p>Application form and interview</p>

GENERAL REQUIREMENTS

- **Values:** All employees of the Trust are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.
- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.
- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.
- **Welsh Language:** Awareness of the Welsh Language Act and requirements. This could be expanded to include a positive statement about the promotion of the Welsh language in service delivery and employment.
- **Confidentiality of Information:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of

information gained during the course of their duties. This will in many cases include access to personal information relating to service users. The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the Data Protection Act 1998 and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation (Data Protection Act) and the HB Disciplinary Policy.

- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB is committed to ensuring that no job applicant or employee receives less favourable treatment of any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.
- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy.
- **Safeguarding Children and Vulnerable Adults:** The organisation is committed to safeguarding children and vulnerable adults. All staff must therefore attend Safeguarding Children training and be aware of their responsibility under the Adult Protection Policy.
- **Infection Control:** The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Health Board Infection Prevention & Control Policies and Procedures.
- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation.
- **DBS Disclosure Check:** In this role you will have indirect contact with patients service users in the course of your normal duties. You will therefore be required to apply for a Standard Disclosure Check as part of the Trust's pre-employment check procedure.
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board sites, including buildings and grounds, are smoke free.
- **Flexibility Statement:** The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

Supplementary Job Description Information

Please complete information on Physical Effort, Mental Effort, Emotional Effort and Working Conditions in order to assist the Job Matching process.

Physical Effort

This factor measures the nature, frequency and duration of physical effort (sustained effort at a similar level or sudden explosive effort) required for the job.

Please ensure any circumstances that may affect the degree of effort required, such as working in an awkward position; lifting heavy weights etc. are detailed, such as:

'Working in uncomfortable/unpleasant physical conditions; sitting in restricted positions; repetitive movements; lifting heavy weights; manipulating objects; kneeling, crouching, twisting; heavy duty cleaning; working at heights; using controlled restraint; driving as part of daily job - **N.B. Walking /driving to work is not included'**

Examples of Typical effort(s)	How often per day / week / month	For how long?	Additional Comments
Pushing, lifting and moving patients when undertaking operational duties	1 x month	10 hours	
Driving long distances to meetings	Weekly	Up to 6 hours per day	

Mental Effort

This factor measures the nature, level, frequency and duration of mental effort required for the job, for example, concentration, responding to unpredictable work patterns, interruptions and the need to meet deadlines.

Please identify the normal requirement to concentrate in the post and determine, how often and for how long it is required to concentrate during a shift / working day, e.g. :

'Carrying out formal student assessments; carrying out clinical/social care interventions; checking documents; taking detailed minutes at meetings; operating machinery/equipment; carrying out screening tests/microscope work; carrying out complex calculations; carrying out non-clinical fault finding; responding to emergency bleep; driving a vehicle; examining or assessing patients/clients.

Examples of Typical effort(s)	How often per day / week / month?	For how long?	Additional Comments
Analysis of complex data	Day	2 hours	
Driving	Week	Up to 6 hours per day	
Chairing Meetings	Week	Up to 2 hours per week	
Negotiating & Relationship Management	Day	Up to 2 hours a day	

Emotional Effort

This factor measures the nature, frequency and duration demands of the emotional effort required to undertake clinical or non clinical duties that are generally considered to be distressing and/or emotionally demanding.

Please identify how often the post holder has exposure to direct and/or indirect distressing and/or emotional circumstances and the type of situations they are required to deal with.

For example, 'processing (e.g. typing/transmitting) news of highly distressing events; giving unwelcome news to patients/clients/carers/staff; caring for the terminally ill; dealing with difficult situations/circumstances; designated to provide emotional support to front line staff; communicating life changing events; dealing with people with challenging behaviour; arriving at the scene of an accident.' **N.B. Fear of Violence is measured under Working Conditions**

Examples of Typical effort(s)	How often per week / month?	For how long?	Additional Comments
Managing staff sickness	Week	4 hours per week	
Dealing with difficult situations regarding ill patients who are unhappy with service	Week	Up to 4 hours per week	

Working Conditions

This factor measures the nature, frequency and duration of demands on staff arising from inevitably adverse environmental conditions (such as inclement weather, extreme heat/cold, smells, noise and fumes) and hazards, which are unavoidable **(even with the strictest health and safety controls)**, such as road traffic accidents, spills of harmful chemicals, aggressive behaviour of patients, clients, relatives, carers.

Please identify unpleasant working conditions or hazards which are encountered in the post holder's working environment and establish how often and for how long they are exposed to them during a working day / week / month.

Examples are – use of VDU more or less continuously; unpleasant substances/non-household waste; infectious material/foul linen; body fluids, faeces, vomit; dust/dirt; fleas/lice; humidity; contaminated equipment or work areas; driving/being driven in normal or emergency situations - ***Driving to and from work is not included**

Examples of Typical Conditions	How often per week / month?	For how long?	Additional Comments
Dealing with unhappy patients	Weekly	2 hours per week	