



## **JOB DESCRIPTION**

<b>POST:</b>	Clinical Operations Manager
<b>SALARY:</b>	£56,000 plus vehicle for business use
<b>HOURS:</b>	45 hours week
<b>REPORTS TO:</b>	Director of Paramedic Services
<b>RESPONSIBLE TO:</b>	Director of Paramedic Services
<b>LOCATION:</b>	National

### **Job Summary**

The Clinical Operations Manager will be responsible for the operational management of First Response (a division of Medical Services), whilst also supporting the Medical Services group where required. The post holder will be the most senior decision maker for First Response Operations, and additional senior support will be provided by the Director of Paramedic Services when needed.

The post holder will have direct line management of Clinical Team Leaders (CTLs), operational staff and Bank Personnel Coordinator.

### **Main duties and Responsibilities**

1. Ensure all staff are fully informed of the organisations aims and objectives and put in place a personal development review process that will encourage them to achieve their maximum potential.
2. At the start of each shift the post holder is to ensure full establishment of ambulance staff and resources on shift. This establishment is to include High Dependency, Critical Care and frontline ambulances.
3. Deputise for Director of Paramedic Services during periods of absence as necessary.
4. Be available to provide clinical or operational advice to the operational team inline with the agreed roster.
5. Lead on the management and maintenance of the telemedicine function within Corplus monitoring units, this is to include;
  - 5.1. Updating units with new software developments
  - 5.2. Downloading and storing data in a secure location
  - 5.3. Maintaining user licences for appropriate clients
6. Meet with clients in line with contractual requirements being professionally prepared.
7. Contribute in policy and procedure update or creation to support the organisation's Clinical and Operational Governance structure and meet with patient outcomes and corporate targets.
8. Agree annual objectives with the Director of Paramedic Services for both delivery and development of Services as they relate to the First Response and the wider Medical Services' group. Monitor progress and ensure the achievement of these objectives.

9. Continually strive to improve the appropriateness and quality of the service provided by developing a partnership approach to delivery and ensure the best possible care for patients is championed.
10. To ensure that relevant staff records, rostering and planning of Clinical Team Leader and operational crew shift patterns are regularly updated by the Bank Personnel Coordinator where appropriate.
11. Responsible for planning of resources/rosters ensuring optimum staff unit hours and vehicle availability against the demand analysis for each day of the week, in line with organisation's Policy, Procedures and any relevant guidance and in liaison with the Bank Personnel Coordinator where appropriate.
12. To be responsible for management of all annual leave as part of the Operational Management Team and liaison with the Bank Personnel Coordinator where appropriate, in line with organisation's Policies, Procedures and any relevant guidance, to meet the operational needs of the Service.
13. To ensure that any issues that may effect service delivery are reported to the Director of Paramedic Services in an appropriate and timely manner.
14. Maximise management and Team Leader cover to ensure that experienced supervision, advice and support are available to staff at all times
15. Manage resources cost effectively within those agreed financial budgets, taking corrective action when necessary
16. Ensure that all administrative processes affecting staff payments or variations to work patterns are correctly completed, authorised and presented on time
17. To be responsible for a state of preparedness in the event of a major incident in conjunction.
18. Act in a command role for major incidents and events in line with the Major Incident Plans. This responsibility will also include liaising with other emergency services and statutory bodies
19. Manage and direct, as required by catastrophic and major incidents and other events as required, the Emergency Control Vehicle when mobilised. Ensure and manage the control and delivery of patient/client care.
20. As delegated by Director of Paramedic, assist in the monitoring and development of clinical practice, such as effective clinical supervision, mentorship and audits which should include;
  - 20.1. Patient Reporting Forms
  - 20.2. Efficiencies in First Response ambulance resources
  - 20.3. Trend analysis by contract
  - 20.4. Detailed analyses of patient demographics that require transport to improve service provision and staff training for patient groups.
  - 20.5. Maximise all resources to ensure that there is minimal down time and the greatest efficiency is achieved.
  - 20.6. Creation of targets to achieve business goals as well as customer service performance will be integral within the role.
21. To assist the investigation of complaints to ensure they are fully and properly met in line with timescales and ensuring that appropriate action is taken to prevent similar occurrences and that all learning points are implemented effectively and shared across the Trust.

22. To assist with the investigation of incidents involving staff and/or vehicles to ensure adequate and appropriate action is taken and timely reporting mechanisms are put in place

### **Leadership**

1. Agree Personal Development Review (PDR) with all direct reports. Appraise performance and provide feedback to ensure objectives and Personal Development Plans are achieved. Actively develop and build the Clinical Operations Team's performance and ensure that individual objectives are aligned with team effectiveness.
2. Provide highly visible, inclusive and adaptable leadership for the First Response team. Develop a leadership style and skills to suit the diversity of demands, situations and contexts in which the post holder must perform internally and externally. Develop management and leadership capability in the team(s) for whom you are accountable in line with corporate investment and direction.
3. Actively develop, support and work in conjunction with the Clinical Team Leaders to ensure that they function as an integral part of the management team.
4. Manage staff to ensure that professional standards, including dress, attendance, conduct and clinical practice are maintained
5. Act as a positive role model for direct reports, trainees, and newly qualified staff to ensure they are properly inducted and supported in their respective roles.
6. Initiate appropriate action according to policies procedures and initiatives where necessary. Ensure that best practice is understood and applied, particularly with respect to disciplines, grievances, complaints and absence management.
7. Ensure that a positive image and commitment to equal opportunities and diversity is demonstrated throughout Operational Services, encouraging a culture where difference is actively valued and promoted.

### **Management of Health, Safety & Risk**

1. Complete responsibilities as detailed in the company's Health and Safety Policy
2. Ensure that a safe working environment is maintained for staff and any other individual, including patients, who are affected by the work of the organisation. This includes ensuring compliance with Health and Safety legislation, and proactively introducing new measures to reduce health and safety risks in the risk register.
3. Actively support members of staff who have suffered injury or ill-health following an accident at work, or who have been the victim of either physical or verbal abuse, or any other form of harassment at work
4. Ensure that staff undertake appropriate training in health and safety matters

### **General**

1. To ensure that statutory regulations and organisational policies, procedures and Safe System of Work directions are implemented and adhered to at all times.
2. Maintain strict adherence to company work wear policy and present a professional image at all times.

3. To maintain absolute professionalism, integrity and confidentiality for all patients, their families, Medical Services staff and those from other agencies.
4. To act at all times in a manner consistent with legislation, policy and procedures in respect of Equality and Diversity.
5. To work to the values of the organisation and display high standards of integrity and professionalism towards clients and colleagues.
6. To continuously develop and update knowledge and skills within the job role and contribute to setting own work objectives.
7. Carry out tasks relating to evaluating services e.g. staff questionnaires, audits, clinical and/or equipment trials.
8. Share best working practices with colleagues to maintain and improve clinical skills.
9. Report & record of all incidents or near misses.
10. Maintain confidentiality of patient records at all times.
11. To undertake any other duties relevant to the post as may be assigned from time to time which are consistent with the post.

### **Communications and Relationships**

1. Engage all stakeholders when communicating policy changes which have an impact on service delivery or employment and ensure that when communicating complex or sensitive issues you are aware of service objectives.
2. Ensure that administrative and communication systems are fit for purpose and utilised effectively
3. Develop and maintain channels for effective three-way communication within the operational structure i.e. staff/ employees, external environment and the corporate Medical Services group. Ensure that all staff are aware of and understand the policies and procedures of the organisation.
4. Post holder will be required to overcome barriers and resolve issues of conflicting priorities through the use of effective interpersonal skills.
5. The post holder would be required to intervene in decisions made by staff and supervisors and is required to direct and instruct appropriate to the circumstances as well as motivate, encourage, coach and mentor.

### **Registration**

The post holder is expected to be registered with a professional body, either the HCPC, or the NMC. If the post holder does not hold professional registration he/she must be able to demonstrate extensive relevant experience and knowledge in both the control room as well as clinical operational environments.

**NB: If registered it is the duty of the individual to ensure registration is maintained.**

### **Disclosure and Barring Services (DBS) checks**

Employees who have contact with patients in the course of their normal duties are subject to enhanced CRB checks every three years.

Under the conditions of the Rehabilitation of Offenders Act 1974, as amended, employees are not entitled to withhold information about convictions which otherwise might be considered 'spent'.

The post holder must work within the confines of the said and stated Standard Operating Procedures (SOPs). In addition the post holder must ensure that the above responsibilities are met and such other duties and tasks as are allocated at the discretion of the company are within the post holder's capabilities and within the scope of the post. The company reserves the right to review the post holder's performance on a regular basis and it is expected that unless prevented by ill health the post holder will devote the whole of their working time, attention and abilities to the business of the organisation.

### **Equality and Diversity**

Medical Services are committed to providing equal opportunities in employment and to avoiding unlawful discrimination in employment. In endeavouring to become an equal opportunity employer we intend that no job applicant or employee shall receive less favourable treatment because of their gender, marital or civil partnership status, sexual orientation, colour, race, ethnic origin, religion, disability or age; not be disadvantaged by any other conditions or requirements which are irrelevant.

There will be equal opportunities in the recruitment, training and development and promotion of employees. The company also strives to ensure that the work environment is free of harassment and bullying and that everyone is treated with dignity and respect is an important aspect of ensuring equal opportunities in employment.

### **Safeguarding children and vulnerable adults**

All employees have a responsibility for protecting, safeguarding and promoting the welfare of children and vulnerable adults. Staff must recognise and report to the appropriate authorities any concerns regarding child abuse under the 1989 Children's Act. Further information can be found on the Medical Services Adult and Child safeguarding policy.

### **Standards of Business Conduct**

It is the responsibility of all employees to conduct all business in an honest and ethical manner. Medical Services Ltd is committed to acting with integrity in all its dealings and relationships and to implementing effective systems to prevent bribery. The company will uphold all laws relevant to countering bribery and corruption, including the Bribery Act 2010, in every aspect of its conduct, including its dealings with public and private sector organisations and the delivery of treatment and care to patients. Following the implementation of the Bribery Act 2010, all employees should be aware that if they accept or offer any financial or other advantage, with the intention or knowledge that this is received in order to induce or reward the improper performance of their duties or offered to induce or reward the performance of another person's duties, they may be guilty of an offence under the Bribery Act 2010. For further information on the Company's commitment to this, please refer to the Organisation's Anti-Bribery Policy.

This is a description of the post as it is at present and is not intended to be exhaustive. This job description may be subject to review and amendment following discussion with the post holder and in light of the changing service needs.

## Person Specification

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**Job Title:** **Clinical Operations Manager**

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

	<b>Criteria</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Registered Paramedic/Nurse with the Health and Care Professionals Council or Nursing and Midwifery Council</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of coping with difficult situations and dealing with people in sensitive, distressing, traumatic, and potentially hostile &amp; dangerous circumstances</li> </ul>
<b>Knowledge / Skills / Abilities</b>	<ul style="list-style-type: none"> <li>• Significant demonstrable operational management experience in a similar environment. Evidence of leadership qualities and people management skills.</li> <li>• Must be able to make effective decisions in response to a dynamic, critical, demand led environment.</li> <li>• Management qualification preferable.</li> <li>• Significant breadth of knowledge and experience of the operation of the Service.</li> <li>• Good written communication skills, with ability to produce accurate, concise records, reports and investigations to deadlines.</li> <li>• Strong analytical, reasoning and influencing skills.</li> <li>• Able to work well as member of a team.</li> <li>• Able to communicate across wide demographic boundaries in an appropriate manner.</li> <li>• Displays good interpersonal skills.</li> <li>• Have sound knowledge of medical conditions and illnesses that affect the general population, which include paediatric, geriatric and obstetric medicine.</li> <li>• Respects and applies patient confidentiality at all times.</li> <li>• Displays good diplomatic skills, is tactful and discreet.</li> <li>• Good organisational skills, is able to identify priority pathways and act effectively under pressure.</li> <li>• Able to produce accurate records in accordance with company policy.</li> <li>• Able to assimilate information and skills through training or personal development, and to apply these practically in the working environment.</li> <li>• Able to evidence a commitment to personal quality standards.</li> <li>• Knowledge of geographical area served.</li> </ul>

<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Is self motivated with ability to work within occupational guidelines.</li> <li>• Displays excellent attention to detail.</li> <li>• Maintains a flexible and proactive approach to work.</li> <li>• Demonstrate a commitment to team working and developing a strong professional team.</li> <li>• Confident and assertive but approachable.</li> <li>• Adaptability – especially in a changing environment.</li> <li>• Professional demeanour.</li> <li>• Sets high personal standards.</li> </ul>
<b>General</b>	<ul style="list-style-type: none"> <li>• High degree of honesty and integrity, a DBS Check will be required.</li> <li>• High standard of personal hygiene, with clean, tidy appearance.</li> <li>• Confident with compassionate and professional approach.</li> <li>• Good health and attendance record.</li> <li>• Willing and able to work shifts and change patterns with reasonable notice and following the normal consultation processes.</li> </ul>
<b>Other Requirements</b>	<ul style="list-style-type: none"> <li>• Good attendance record.</li> <li>• Demonstrates a commitment to the MSL equal opportunity and diversity policies and can demonstrate their incorporation into personal practice.</li> </ul>

#### **Key Result Areas and Performance Measures**

1. Ownership of issues/priorities within First Response operations and evidence of taking those issues forward in ways that deliver transformation of the service, and whose success is actively shared with others internally and externally.
2. Good working relationships and networks established within the local health and care ‘system’ and economy, which lead to new or innovative solutions to the delivery of patient centred care pathways in partnership with others
3. Evidence of the development of Operations
4. First Response Services Annual Plan objectives achieved
5. First Response contract performance obligations achieved (both A&E and inter-hospital)
6. High standards of patient care achieved and maintained.
7. Effective performance monitoring established and maintained.
8. Effective management of major incidents, events and operations
9. Effective support service arrangements agreed, established, and monitored.
10. Establishment of an effective high performing team, with robust personal performance management systems in place and utilised
11. Evidence of investment in the personal development of all groups of staff within the First Response team.
12. Evidence of assuming personal responsibility for a Personal Development Plan, attending training courses, seminars, meetings or other events as agreed with line manager.