Scottish Ambulance Service (SAS)
ScotSTAR Clinical Lead

Job Description

1. JOB IDENTIFICATION

Job Title: Clinical Lead (ScotSTAR)

Department(s): ScotSTAR

No. of Job Holders: 4

Time commitment: 2 PAs per week (negotiable)

Appointment basis: Two-year appointment with possibility of extension by mutual agreement

2. JOB PURPOSE

The Clinical Leads for ScotSTAR are responsible for the clinical work of the teams in ScotSTAR and are accountable to the Associate Medical Director (AMD). This includes:

- providing professional leadership.
- being the first point of contact on clinical governance and performance management for their specialist area and team.
- line management within their team of the clinical work of the consultant workforce within ScotSTAR.
- contributing to ScotSTAR policy and strategy development.
- contributing to the work of SAS more widely.

3. DIMENSIONS

ScotSTAR comprises the Air Ambulance service and three medical-led specialist transport and retrieval teams within the Scottish Ambulance Service:

- Air Ambulance (working with our aviation providers to deliver paramedic-led aeromedical transfers of patients, and to support the work of each of the other teams)
- ScotSTAR Neonatal Transport Service (specialist secondary transfer of neonates between neonatal units)

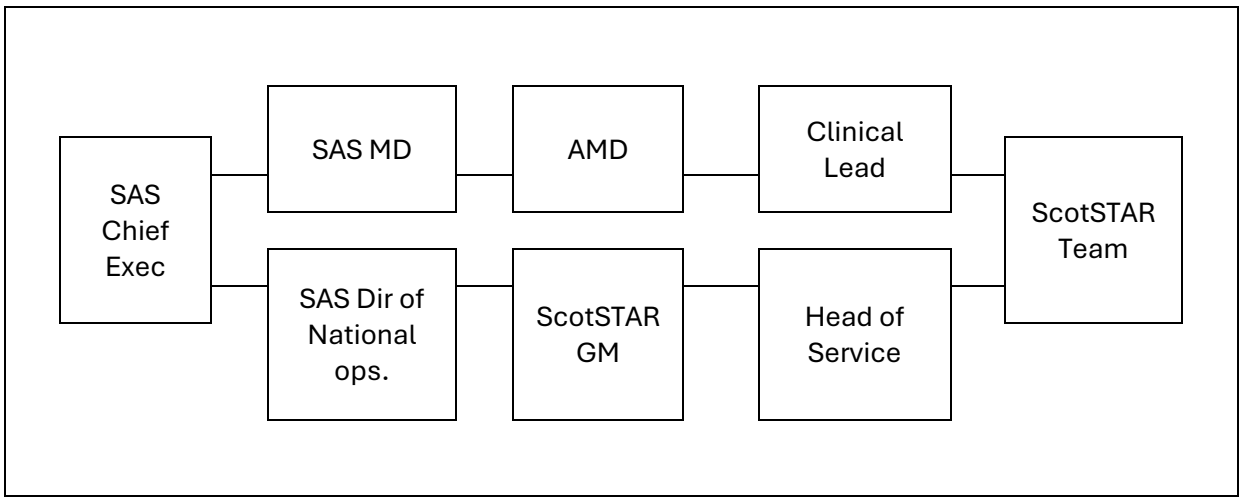
- ScotSTAR Paediatric Retrieval Service (secondary retrieval and transfer of children from all sites)
- Emergency Medical Retrieval Service (pre-hospital critical care, secondary retrieval of adults from remote and rural Scotland)

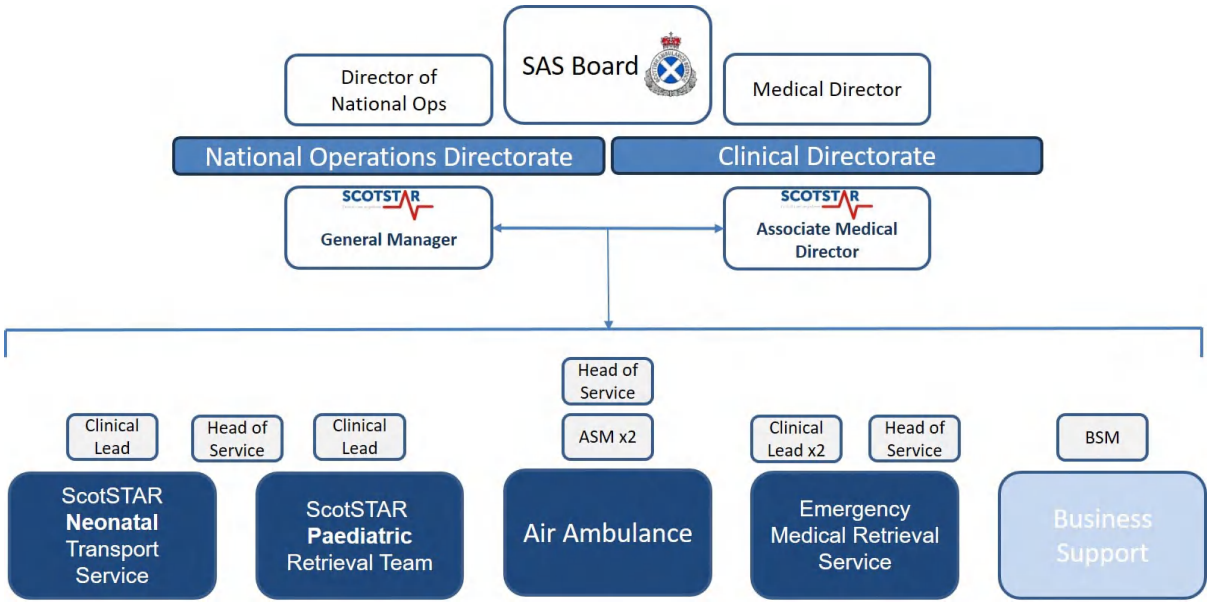
ScotSTAR provides world class transport and retrieval in a geographically challenging country. Between them, the medical-led retrieval teams currently undertake approximately 2,200 missions a year, transporting high acuity patients for NHS Scotland and provide transport decision support to clinicians through Scotland.

Since April 2014, all the above teams have been managed and co-ordinated by SAS. SAS itself provides emergency care, unscheduled care, hospital transfers, patient transport and specialist operations for the people of Scotland, and the addition of aeromedical assets and the medical-led retrieval teams enhances and completes the reach of SAS in this respect.

4. ORGANISATIONAL POSITION

The Clinical Lead position sits within the clinical management hierarchy of SAS and feeds up via the ScotSTAR AMD, through the Medical Director, and onwards to the SAS board and Chief Executive Officer. This line runs parallel to an equivalent operational pathway to the CEO.





5. MAIN TASKS, DUTIES AND RESPONSIBILITIES

Leadership

- Provide effective clinical leadership to the staff working in ScotSTAR.
- Deliver a culture within ScotSTAR that is patient-centred and values clinical excellence above all.
- Act as a role model for the behaviours and high professional standards commensurate with this commitment to clinical excellence.
- Work in conjunction with the ScotSTAR leadership team towards developing and delivering ScotSTAR strategic aims and goals, identify opportunities to further these, champion improvements, and articulate how ScotSTAR contributes to the ambitions of SAS as a whole.
- Lead and chair any clinical, managerial, or developmental groups within relevant speciality, in agreement with AMD and ScotSTAR GM.
- Assist the AMD and ScotSTAR GM in delivering the future workforce model, involving cross-team learning and development.
- Work in partnership with internal and external stakeholders to ensure that appropriate services and programmes are pursued and developed for the relevant section of ScotSTAR
- Assist the AMD and ScotSTAR GM in ensuring the relevant area of ScotSTAR is compliant with all clinical laws and directives from Scottish and UK governments.
- Ensure maximum efficiency in resource allocation, recognising budgetary limitations and development of a business case where additional resource is required.
- Support the AMD, General Manager (GM), the Medical Director (MD) and Director of National Operations where required in the development of an annual strategic

plan ('local delivery plan'), including business issues and provision of advice on operational service delivery model.
- Oversee, steer, and develop clinical governance within the relevant ScotSTAR team.
- Review all incident reports relevant to the respective ScotSTAR team and oversee identification of learning, escalation, and responding as necessary.
- Provide first line clinical governance for the relevant specialty of ScotSTAR reporting to the AMD and ultimately to the SAS Clinical Governance Committee and SAS Board.
- Support the ScotSTAR clinical governance groups: Clinical standards, Education & Training, Equipment, Research Development and Innovation, and Risk Management groups. Support may extend to chairing of one of these groups.
- Support SAS clinical governance groups and structures including Clinical Assurance Group (CAG), National Operational and Clinical Governance Group (NCOGG), and the Clinical Governance Committee. This may involve formal membership of these or other groups at the request of the ScotSTAR AMD or SAS MD.
- Be the reference point within the relevant team for clinical matters

Management

- Support the Head of Service, ScotSTAR AMD, and ScotSTAR GM in the day-to-day operational management of the service, working to drive continuous improvement in performance while ensuring continuity of delivery, and financial responsibility.
- Perform functional line management for the ScotSTAR work of consultants and other medical staff within their ScotSTAR team.
- Support job planning for all medical staff in conjunction with their base health board management.
- Support medical revalidation as required.
- Oversee and deliver recruitment of medical staff, including writing of job descriptions, person specifications, coordinating shortlisting and organising interviews, in conjunction with the Head of Service, and with the support of the Business Support Team and SAS HR.
- Although this is not a budget-holding post, the Clinical Lead is expected to work alongside operational managers to manage the financial resources of the service responsibly and accountably.

Representation

- Represent ScotSTAR (representation may extend beyond the Clinical Lead's specific team) in relevant national and international forums, deputising if required for the ScotSTAR AMD.
- Identify deputies for above representation where necessary.
- Report activity, received actions, and strategic implications of above representation to the ScotSTAR leadership team, AMD and GM as appropriate.
- Develop and maintain strategic and operational relationships with fellow clinicians, leaders and managers outwith ScotSTAR and SAS (e.g. with territorial Health Boards and departments) to assist ScotSTAR both in its day-to-day work and to achieve its strategic goals and objectives.

Communications And Relationships

Close working relationships between clinical and operational management at all levels in the organisational structure are essential to coordinate, align, and deconflict clinical, operational and strategic priorities. Clinical Leads must therefore relate closely, deliberately, and carefully with the allied Head of Service responsible for their respective ScotSTAR team, and work in partnership with them to deliver the above goals.

In addition this position relates to:

Internal

- All medical and clinical staff within ScotSTAR (both the SAS or NHS Board employed)
- ScotSTAR GM
- SAS Director of National Operations
- SAS Board and associated Governance Structures
- All ScotSTAR support staff

External

- General Medical Council
- Medical Royal Colleges, Faculties and Specialist Societies
- Academic Institutions
- Medical, nursing and paramedic professional associations
- Nursing and Midwifery Council
- Scottish Government Health and Social Care Directorates
- NHS Board Senior Clinicians
- Scottish Perinatal Network, where relevant.
- Scottish Trauma Network, where relevant.
- Clinical leads for allied non-SAS teams in Scotland, where relevant.

The Clinical Leads for ScotSTAR are members of the following groups:

- ScotSTAR Clinical Governance Groups
- ScotSTAR Leadership Team
- SAS Clinical Assurance Group (CAG)

6. DECISIONS AND JUDGEMENTS

- Limits of autonomy are agreed in advance with the AMD and the GM.
- Responsible for assignment of and prioritising of own workload.
- Ability to act independently with a high level of discretion.
- Provide professional advice, guidance and support in area of responsibility to internal and external stakeholders.
- Requires the ability to make clear and precise judgements and decisions on a wide range of intricate issues inherent in a developing service.

7. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- The responsibilities of this role often cannot be accommodated within the boundaries of a regular schedule or job plan and can involve being contacted outside of office hours in order to support the clinical teams and service.
- The role will require a commitment to travel. ScotSTAR has delivery sites in Glasgow, Edinburgh and Aberdeen. While remote working and the flexibility it brings will be supported, it will be necessary to spend a good proportion of time on base with the relevant clinical team, and to maintain in-person attendance of key meetings, in order to deliver on the objectives of the role.
- Ensuring continual service delivery across diverse teams within in a flexible and responsive single national specialist transport and retrieval service for NHS Scotland, and ensuring it provides safe, effective and person-centred care.
- Representing ScotSTAR and SAS with NHS Health Boards who employ or train the clinical teams, to ensure standards are being delivered consistently and equally across NHS Scotland.
- Delivering a consistent culture and unifying vision across disparate professional groups and teams, irrespective of the legacies of history and ScotSTAR's development.
- Ensuring robust clinical governance processes are effectively and reliably delivered across a number of different clinical groups and teams, across a number of locations.

8. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

- Significant expertise within the relevant area of specialist transport and retrieval.
- Ability, experience and judgement to work independently and as part of a senior team.
- Ability to work in complex environments where the parameters of the job are not necessarily clearly defined.
- Ability to understand, operate and deliver results in a political environment.
- Highly developed interpersonal skills, including ability to work in effective partnership with individuals from a wide range of backgrounds, disciplines and organisations.
- Highly developed written and verbal communication skills.
- Ability to deliver within tight deadlines.
- Ability to manage clinicians in an operational environment across different geographical sites.
- Understanding and knowledge of government health policy and strategy.
- IT skills.
- Organisational skills, including time management, prioritisation, delegation and managing conflicting demands.

JOB DESCRIPTION AGREEMENT

Job Holder's Signature:

Date:

Head of Department Signature:

Date: