



SCOTTISH AMBULANCE SERVICE

JOB DESCRIPTION

1. JOB IDENTIFICATION

JOB TITLE	Resilience Advisor
JOB DESCRIPTION REFERENCE	
DEPARTMENT	National Risk & Resilience
NO OF JOB HOLDERS	5
DATE JOB DESCRIPTION AGREED	

Notes

Terminology in job descriptions may change over time. This does not invalidate the job description and is only required to be updated when the entire job description is under review

2. JOB PURPOSE

Reporting to the Resilience Manager, the Resilience Advisor as the subject matter expert will be responsible for the delivery of the National Risk & Resilience Departments strategies across a Regional Resilience Partnership (RRP). This will include the specialities around Emergency preparedness, risk, business continuity, special operations and security.

The Resilience Advisor will also be responsible to ensure the conditions of the Civil Contingencies Act 2004 (Scotland 2005) placed upon the organisation, are embedded within their respective region, The Resilience Advisor must also be a focal point for other key legislation e.g. CTSA 2015, COMAH and REPPIR regulations.

The Resilience Advisor plays a key role in planning, developing, protecting and maintaining the ambulance service role in public safety. The Resilience Advisor works in collaboration with resilience professionals as part of a team to assess, anticipate, prevent, prepare, respond and recover from threats to public safety, through arrangements for civil contingencies consequence management for situations including acts of terrorism, natural disasters and major transport or industrial accidents.

3. DIMENSIONS

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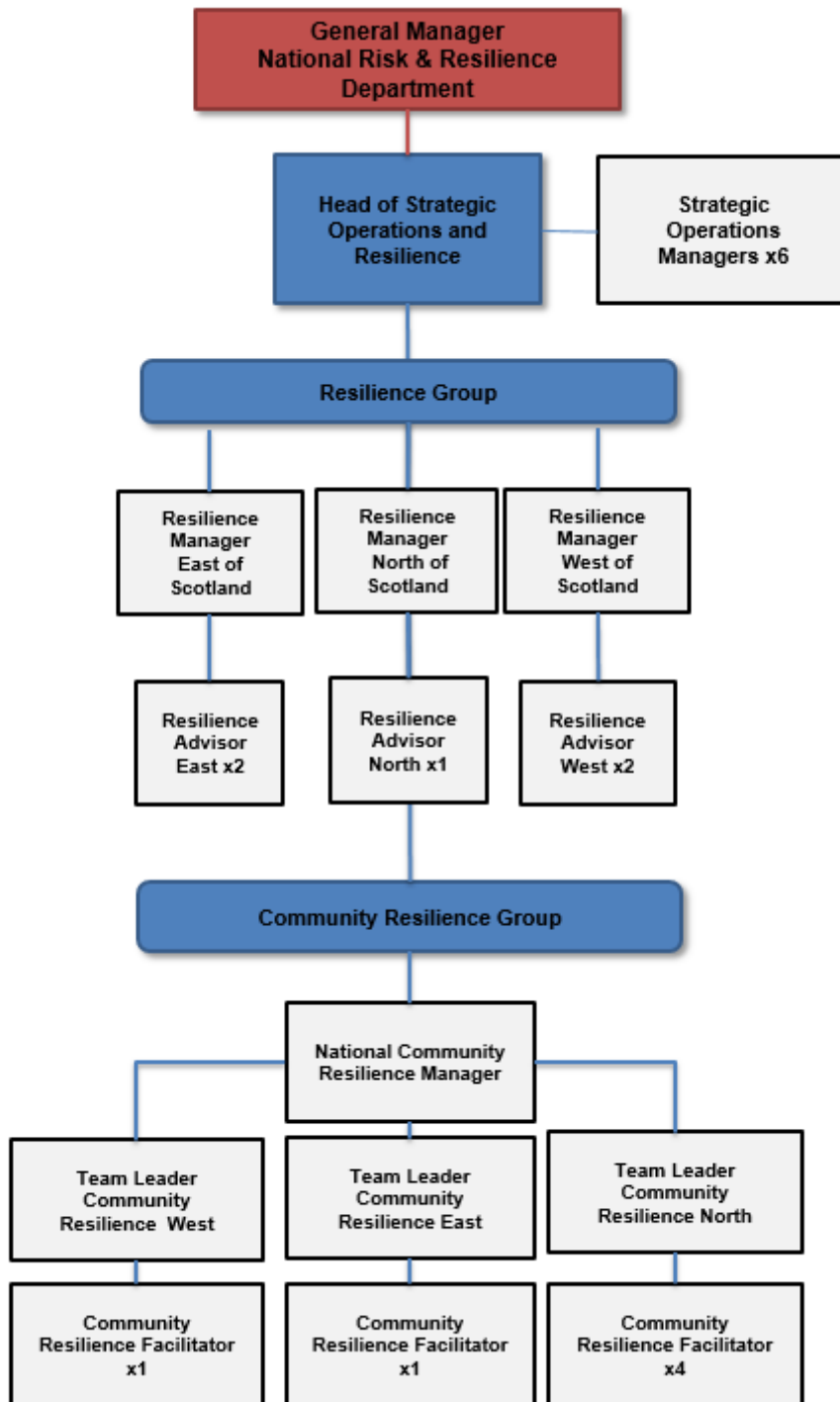
Area covered: Sub regional in routine with a requirement to occasionally operate out of area.

The post-holder will work across and beyond the Scottish Ambulance Service, the key direction for the post will be driven by National Risk and Resilience Department (NRRD) / Scottish Government strategic priorities which will be in accordance with Scottish and UK developments and will be endorsed by the Executive Team through the Resilience Committee.

Within the framework of the Scottish Ambulance Service Health Plan, work is initiated by the General Manager NRRD and delegated to the appropriate specialist by the Head of Service Strategic Operations and Resilience and Resilience Manager, according to the requirements of the Service.

External liaison: Local and Regional Resilience Partnerships, sub-groups, working groups, task and finish groups. On occasion and for particular tasks, adopts a Scotland/UK wide role requiring communication with Government departments, strategic response partners and supporting agencies for the purposes of progressing planning. Establish and maintain relationships with multiple industrial partners and agencies out with the RRP.

4. ORGANISATIONAL POSITION (organisational charts can be included as an appendix if preferred)



5. MAIN TASKS, DUTIES AND RESPONSIBILITIES

To advise and support the regional managerial representative of the Scottish Ambulance Service at local resilience partnerships, providing national perspective and ensuring consistency.

To advise and support the Heads of Service and Area Service Managers and other key staff members, on legislation (statutory duties) strategy, policy, initiatives and procedures in respect of integrated emergency management including the effective management and co-ordination of risk assessment, mitigation, planning, preparation, response and recovery.

To be the named Service specialist in resilience within their allocated Local Resilience Partnership areas of responsibility.

To be the focal point for operational Sub-Divisions and external agencies regarding specific resilience matters within multiple Local Resilience Partnership Areas. As a subject matter expert the Resilience Advisor can operate within any of the SAS Regions.

Be able to articulate the Service position in respect of complex, sensitive issues. Articulate, present and advise on these issues to both Service managers and external agencies” Some of the information requires to be sanitised before dissemination and there is a requirement on the resilience advisor to be security cleared.

To consolidate resilience as an integral, mainstream operational activity and advise on compliance with statutory duties, good practice and previous learning.

Advise the Regional Management Team on performance improvement relating to emergency preparedness and undertake regular audits of resilience, security standards and business continuity standards within an ambulance Region.

Debrief a range of staff and managers following operational incidents, exercise and training, and events using the Structured Debrief procedure and capture all lessons identified. The Resilience Advisor will also contribute to multi-agency debriefs.

Plan, facilitate, direct, deliver and evaluate the Scottish Ambulance Service contribution to multi-agency exercises and training delivery.

Prepare, produce and present information for internal and external audiences on specialist subjects.

Provide specialist support in an emergency, including Major Incidents and threat level changes. This includes suitable roles within the National Command and Co-ordination Centre (NCCC), Multi Agency Co-ordination Centre (MACC) and liaison within multi-agency environments.

To attend and provide specialist emergency procedures advice to the managerial representative of the Scottish Ambulance Service attending resilience partnerships in times of incident response.

Support and undertake specific work streams or projects (such as a major event or operation). This will include national level work, e.g. the SAS Major Incident Plan and National plan construction such as Operation Unicorn and Operation Consort.

Develop and deliver resilience training for all levels of employees both internally and externally. This includes facilitating on multi agency training courses i.e. Police Incident Officer, Industrial site incident managers, Resilience Partnership training events.

Evaluate options, advise, plan and organise activities to ensure operational resilience and effective response to major incidents and deal effectively with enquiries.

Provide support and specialist advice to the management of the Service through a liaison role at the NCCC and MACC (or other command and control centre) at times of organisational crisis.

Respond to direct enquiries to Scottish Government Regional Resilience Partnership Coordinators on matters of multi agency resilience partnership and Scottish Ambulance Service policy & procedure.

Due to the requirement to access Restricted or Secret material, undertake and maintain Security Clearance at the required level.

Maintain awareness of CONTEST/Security development issues to be able to advise regional managers.

Contribute to public safety through joint initiatives and through advising and supporting regional representatives in planning for public safety at crowd events.

6 EQUIPMENT AND MACHINERY

Maintain an overall awareness of the specialist operational capabilities of Special Operations Response Teams.

Maintain an overall awareness of the clinical capabilities of the Service and of SORT.

Maintain a knowledge of equipment held as part of UK national stockpiles.

Maintain a knowledge of specialised Communications equipment SORT / Mobile Ambulance Control Unit

Be competent in the use of Basic Life Support equipment including Automated External Defibrillators.

Drive Ambulance Service Cars, (including over long distances) to attend e.g. LRP / RRP / resilience meetings, etc.

Comply with Service policy and procedure in relation to Airwave terminals.

Ensure security of data. Operate Office systems. Laptop / desktop computer / tablet – MS Office Suite – Word, Excel, PowerPoint, Outlook, Internet Explorer, Visio, Project, and graphics packages for digital imaging, DVD creation etc.

Maintain an awareness of the operation of specialised information gathering and command systems – C3, CLIO, Resilience Direct, and chemical databases – e.g. Toxbase, WISER.

NCCC systems including C3, telephony, display equipment and CLIO.

7. SYSTEMS

IT used to create plans, procedures, reports, spreadsheets, presentations, databases, scene management information, training material, command decision logs and correspondence.

Fully understand the Government Security Marking Scheme and security requirements when dealing with sensitive data.

E-mail used to communicate internally and externally – exchange information, update versions of plans and contact directories, policies and deal with enquiries. Principal form of communication with key stakeholders (except for confidential information.)

Video & teleconferencing facilities

Airwave radio system

Deal appropriately with sensitive / external classified (security) information.

Ensure the correct use of Resilience Direct is utilised as a secure repository for multi-agency passage of information across the SAS. Resilience Direct is an online secure resilience information sharing system managed by UK cabinet Office.

Comply with systems of work– dealing with enquiries, financial management, procurement, stock control and equipment tracking, filing etc.

NCCC systems including telephony, display equipment and CLIO for information, logging and decision support.

Being able to report using DATIX

Being able to access C3 data for the purposes of debrief, planning and liaising with other services.

8. DECISIONS AND JUDGEMENTS

The post-holder will work across and beyond the Scottish Ambulance Service. The key direction for the post will be driven by National Risk and Resilience Department (NRRD) / Scottish Government strategic priorities which will be in accordance with Scottish and UK developments and will be endorsed by the Executive Team through the Resilience Committee. Within the framework of the Scottish Ambulance Service Annual Operational Plan, work is initiated by the General Manager NRRD and delegated to the appropriate specialist by the Head of Service through the Resilience Manager, according to the requirements of the Service.

The Resilience Advisor will work within their scope of practice to manage their own work streams, use specialist training, knowledge, judgement and analysis to provide solutions to emerging, complex issues and new situations, and will manage tasks to meet overall objectives. Although a degree of initiative and autonomy is expected, it will be commensurate with experience and task and will be managed by the Resilience Manager.

Work and diary is also driven by the requirements of an extensive, complex and diverse network of contacts. Note: It is usual for critical priorities to emerge without prior warning and overtake planned objectives requiring the immediate reallocation of duties.

In an emergency situation, the Resilience Advisor role is to use specialised knowledge, experience and routes of access to further information to provide emergency procedures advice to SAS Managers attending the NCCC, Multi-Agency Coordination Centres (MACC) or Resilience Partnerships, liaising with other response agencies.

The Resilience Advisor will be required to manage projects or work streams representing the Service on specialist / technical working groups (EP guidance, training material etc.)

To support the core values of NHS Scotland which are;

Care and compassion

Dignity and respect

Openness

Honesty and responsibility,

And to comply with Scottish Ambulance Service policies and procedures

9. COMMUNICATIONS AND RELATIONSHIPS

The resilience advisor has a detailed knowledge of people and facilities at regional level, and awareness of those at national level.

The Resilience Advisor will establish, develop and maintain relationships with RRP co-ordinators, LRP, NHS Board Emergency Planning / Resilience Officers, Police Operational support / EPOs, Fire and Rescue EPOs, NILOs, Local Authority EPOs, BASICS, HM Coastguard, Port Authorities, BTP, CNC, MOD, Nuclear Operators, Concert Promoters, COMAH Site and Venue Operators, Public Utilities, Airports, Network Rail, Voluntary Aid Societies, Mountain Rescue, Shopping Centre Managers and with event, exercise, training and operational planning teams.

The post holder will work under their own initiative to manage a substantial and fluctuating workload, co-ordinate conflicting priorities within a busy, specialised and complex environment with pan-organisational responsibility to ensure, through influence, negotiation and persuasion local compliance with Government policy, Service policy and legislation.

The Resilience Advisor will be required to communicate with organisations on complex and sensitive information on specialist subject areas deferring to Service Subject Matter Experts on technical or detailed matters.

Regional – Communicate with resilience partnerships on all subjects and projects within National / Regional Resilience priorities.

Internally the Resilience Advisor will work in collaboration with Regional Management Teams (ASM / HoS) and will support overall risk, security and CONTEST activities, EP and business continuity activities. Engagement may be required with other departments such as with Ambulance Control, specialist and support services, including, Training, Fleet Services, IT and finance departments is also required.

10. PHYSICAL, MENTAL AND EMOTIONAL DEMANDS OF THE JOB

Dealing effectively with the demands and expectations of a wide range of organisations external to the Service, including assisting with their policy development and complaints. Dealing with advice, information and guidance being sought regularly, often at senior level, occasionally in mission critical situations. Maintaining an awareness of the sensitivity of the political environment.

Dealing appropriately with Official Sensitive security information and assisting to interpret such information for consumption by the operational service and external agencies in a suitable form and the mental demands of safeguarding classified information.

Dealing with frequently changing priorities and an unpredictable environment including multiple tasks, work streams and projects with short and long-term goals in challenging environments.

Advise compliance through debriefing, formal audit and monitoring of action plans in respect of operational Regions, without managerial control of the resources to achieve those aims and managing conflict situations.

Obtaining commitment to resilience issues including resources from the operational service to achieve objectives. Includes advising and influencing more senior colleagues in challenging environments

Drive Ambulance Service Cars, (including over long distances) to attend e.g. LRP / RRP / resilience meetings, etc.

Operating with credibility in the response environment, including /Liaison Officer/Emergency Procedures Advisor etc.

In an emergency situation, contributing to the staffing of the National Command and Co-ordination Centre.

Maintaining accurate, comprehensive records systems to assist in the event of litigation against the Service, Public Inquiries and enquires from the Scottish Government for Ministers in keeping with information governance and security requirements.

Managing meetings, including those involving individuals with conflicting opinions.

11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Pressure of being the focal point resilience specialist for the Scottish Ambulance Service within multiple LRP areas.

Negotiating with managers to ensure that staff are provided to support exercises thereby ensuring compliance with legislation and good practice against a background of competing priorities.

Presenting and implementing local solutions to national developments in a complex environment with limited resources and often uncertain or limited commitment from stakeholders.

Dealing effectively with informal complaints against the organisation about performance and policy.

Developing a high level of specialist knowledge to ensure that they can advise on risk, resilience, business continuity and security strategies within their RRP / LRP areas.

Managing the conflicting needs of a large number of organisations external to the Service.

Implement policies arising from the Scottish Ambulance Service strategic aims.

The mental agility of managing the complexity under time pressure of conflicting priorities, complex plans and training and exercising programmes.

The mental demands of negotiating with partners diplomatically and sensitively to achieve Scottish Ambulance Service aims.

Working during crisis situations, dealing with emotive and distressing information.

Educating and raising awareness of business continuity issues such as winter planning, pandemics, fuel crisis issues, severe weather plans, utilities failures, security breaches, REAP plans.

Dealing with a rapidly changing environment with highly sensitive and challenging issues – such as the counter-terrorist agenda.

Maintaining complete accuracy in documentation and recording.

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

Educated to Higher National Diploma (SCQF Level 8) or equivalent, a Resilience Qualification (below) would be advantageous or demonstrable appropriate experience.

Resilience Qualification in:

- Emergency planning;
- Risk and / or business continuity management;
- Disaster management;
- International security and disaster management;
- Disaster management and engineering.

Good understanding of the operation of SAS and / or other emergency / public services and authorities and knowledge of relevant statutory and non-statutory emergency planning / resilience guidance.

Ability to demonstrate the following attributes:

- Developed interpersonal skills and the ability to communicate and build professional relationships with people at all levels;
- A thorough approach to tasks and attention to detail;
- The ability to be both logical and creative in a high-pressure situation working with limited information;
- A flexible attitude, with the ability to manage a range of complex tasks at the same time;
- The ability to work to targets and deadlines.

An ability to produce, under pressure, well constructed briefing materials, briefing papers, concise plans, accurate command decision logs and records on complex and at times contentious issues.

Preferably previous experience in a training environment; with well-developed presentational and negotiating skills.

Ideally, experience within the ambulance service in an operational role.

Ability to work effectively in crisis situations and think laterally to implement appropriate workable solutions at operational level.

Knowledge of project management principles, techniques and tools.

Good understanding of technical systems such as IT and radio communications; IT literate.

Developed practical skills, manual dexterity and able to develop and maintain competence in Basic Life Support and AED use. If clinical, maintain professional registration.

Willingness and aptitude to attend specialist courses within subject matter area.

Well-developed analytical and problem solving skills.

Ability to influence and deal effectively with senior staff both internally and within external agencies.

Hold a valid Full UK driving licence

Be able to gain a satisfactory Disclosure Scotland PVG (Protecting Vulnerable Groups)

Be able to gain a satisfactory SC Clearance (Security Check)

13. JOB DESCRIPTION AGREEMENT

Job Holder's Signature:

Date

Head of Department Signature:

Date

Job Title: Resilience Advisor

Listed below are the key requirements needed to perform this job, candidates will be assessed against these criteria throughout the selection process.

NB – Any criteria in the “Essential” box must apply to all candidates. You must stipulate at which stage of the selection criteria will be assessed, i.e. Application Form (AF) or Selection Process (SP)

	Essential Criteria		Desirable Criteria	
	Criteria	AF / SP	Criteria	AF / SP
Qualifications	Educated to Higher National Diploma (SCQF Level 8) or equivalent experience at appropriate level.	AF	Qualification in resilience or demonstrable experience within the resilience sector	AF
Experience	Experience of working to tight deadlines and producing high quality work. Experience of achieving personal and organisational objectives Experience of communicating with diverse groups of professional staff and managers.	SP	Experience in a civil contingencies or related discipline or work area, ideally with an ambulance service or other Category 1 organisation Experience of multi agency working – ideally the Regional or Local Resilience Partnerships Previous experience in a training environment; with well developed presentational and-networking skills.	SP
Skills & Knowledge	Highly developed verbal and written communication skills Computer literacy	SP	Advance computer literacy Knowledge of the NHS and other public sector partners. Clear understanding of the Civil Contingencies Act and relevant emergency planning legislation and guidance Including CONTEST, COMAH, REPPIR	SP

	Essential Criteria		Desirable Criteria	
	Criteria	AF / SP	Criteria	AF / SP
Personal Attributes	<p>Able to demonstrate the NHS Values. Must be able to work flexibly to meet unexpected demands (e.g. Major Incidents)</p> <p>Able to demonstrate the following personal attributes</p> <ul style="list-style-type: none"> • Able to work effectively both within a team and individually • A thorough approach to tasks and attention to detail 	SP		SP
Other Requirements	<p>Valid full UK driving licence. Demonstrate commitment to continual professional development and assessment. Able to Gain PVG Able to gain Security Clearance Able to work out of hours as required</p>	AF / SP	Capable of developing the basic life support skills and use of an AED	AF / SP