Scottish Ambulance Service

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Job Description

1. DOCUMENT CONTROL

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2. JOB IDENTIFICATION

Job Title:	**Head of Service ScotSTAR – Neonatal & Paediatric**
Department:	**ScotSTAR**
Directorate:	**National**
Reports to:	**ScotSTAR/ General Manager**
Job Holder Reference:	
Number of Job Holders:	**1**

3. JOB PURPOSE

- To lead the Scottish Ambulance Service (SAS) ScotSTAR Neonatal & Paediatric Services across SAS divisional boundaries and NHS Scotland Health Boards.

- Enable the ScotSTAR Neonatal & Paediatric Service to achieve its operational, clinical, and strategic aims, objectives and goals in line with SAS Strategic Strategy and ScotSTAR local delivery plan.

- Ensure compliance with local and national ScotSTAR Neonatal & Paediatric Key Performance Indicators (KPIs), expectations and targets.

- To develop and implement innovative strategies, policies, plans, systems, and resources to maintain efficient and effective development, management, and operation of all areas of ScotSTAR Neonatal & Paediatric Service.

- To ensure the delivery of a quality, patient centred service within allocated budgets. Managing the £4.2m annual budget to ensure value for money is being achieved.

- To lead the development of the ScotSTAR Neonatal & Paediatric Service to deliver excellence in all areas of operation through effective managerial and leadership, innovation, communication, and motivation.

- To liaise with all relevant health care services, to support the development of ScotSTAR Neonatal & Paediatric Service

- To be a member of the ScotSTAR Senior Management Team and chair relevant service groups

- Deputise as appropriate for the ScotSTAR General Manager

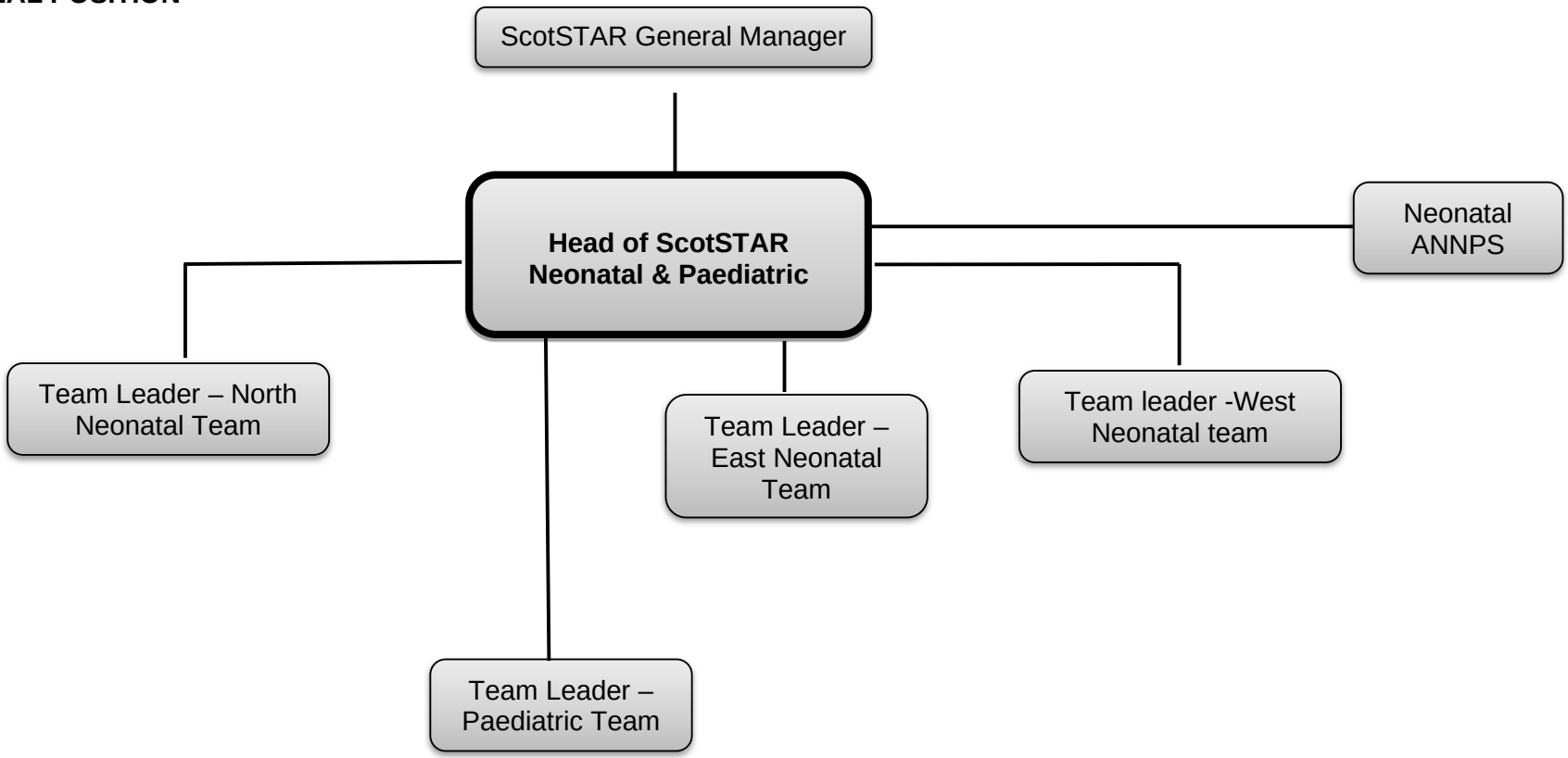
4. DIMENSIONS

The **ScotSTAR Neonatal & Paediatric Service** is a National Service which provides specialist transport services throughout Scotland and supports transfers through the UK. There are currently 3 Neonatal Teams located in Aberdeen, Edinburgh and Glasgow, along with a Paediatric Team also based in Glasgow that the post holder will be responsible for.

The post holder is responsible managerially for the following groups staff:

- Neonatal Nurse Consultant
- Advance Nurse Practitioners
- Transport Nurses
- Drivers

5. ORGANISATIONAL POSITION



6. MAIN TASKS, DUTIES AND RESPONSIBILITIES WITHIN AIR AMBULANCE

OPERATIONAL

1. Provide leadership for all staff within area of responsibility by focussing on priority issues and strategic goals.

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2. Develop, implement, and apply Scottish Ambulance Service and ScotSTAR Service practices, policies, and Standard Operating Procedures, which reflect NHS and SAS strategic direction.

3. Identify work streams and outline objectives for Nurse Consultants, Advance Nurse practitioner and Team leaders

4. Contribute as a member of ScotSTAR Senior Management Team, Partnership Forum, Clinical Advisory Groups and other groups as required.

5. Ensure that robust systems are in place to maintain, improve and report on clinical and operational performance in accordance with corporate priorities, KPIs and NHS agendas.

6. Identify and address challenges within SAS and the wider NHS which impact on performance standards.

7. Develop new and monitor existing Service Level Agreements and Memorandum of Understandings with internal and external agencies, taking appropriate action as necessary in partnership with others.

8. Act when required as Senior on-call manager for ScotSTAR, supporting operational incidents when required.

9. Lead on national projects relating to corporate objectives as required.

10. Play an active role in influencing NHS Service Redesign Strategies and evaluate potential impact on the service. Ensure systems are in place to manage the impact.

11. Foster a positive culture and develop new, innovative ways of working, which allows for devolved decision making by lower-level managers.

12. Provide support, advice, and guidance on all aspects of service operation to maximise staff commitment to the provision of a quality, patient centred service.

13. Responsible for the ongoing management and development of all staff within the area of responsibility.

14. Develop written proposals and business cases for service developments as required.

15. Participate in multi agency groups to ensure preparedness for major incident to comply with the statutory requirements of the Civil Contingencies Act.

16. Ensure maintenance and updating of ScotSTAR winter and business continuity plan.

17. Provide strategic Integrated Emergency Management and Special Event Planning, as part of the ScotSTAR management team

18. Responsible for policy implementation, which cover more than one area of activity e.g. Best Start and Health

CLINICAL PERFORMANCE & GOVERNANCE

19. Ensure ScotSTAR Neoanatal & Paediatric clinical performance and practice is patient centred and is in line with national clinical standards, HEAT targets and BAPM guidelines .

20. Ensure robust and effective monitoring of performance is in place.

21. Research and analyse evidence bases that allows development of new Clinical standards where appropriate.

22. Minimise inappropriate use of ScotSTAR Neonatal & Paediatric resources and /or patient care by ensuring that a system is in place which encourages the reporting of all critical incidents and Health and Safety issues.

23. Maintain a system of safe working practices, reducing / eliminating accidents through effective risk management.

24. Lead on the engagement for neonatal & paediatric retrieval services in Scotland.

HUMAN RESOURCES

25. Be an advocate for good Human Resource practice within all areas of responsibility.

26. Ensure fair and consistent application of all service policies and procedures at all times.

27. Ensure that staff governance, employee relations and other Human Resource strategies are implemented positively within areas of responsibility.

28. Participate in partnership forum and other groups as required. Lead within these groups as necessary.

29. Take the lead in monitoring and managing attendance within area of responsibility.

30. Support the development and progression of staff through ongoing management, leadership, formal appraisal and personal development plans in line with Knowledge & Skills Framework.

31. Promote an open and enabling culture which will support the achievement of strategic, personnel and corporate objectives.

32. Ensure compliance with Employment legislation.

33. Carrying out investigations of complaints and grievances, potentially of complex and highly sensitive nature which could include instigating and carrying out disciplinary procedures that result in recommending dismissal.

34. Identify and address capability issues with staff and then instigate an appropriate course of action e.g. re training, health assessment, redeployment etc.

FINANCIAL RESOURCES

35. Be an advocate for good financial practice within area of responsibility.

36. Establish budget in collaboration with General Manager and Finance Department.

37. Responsible and accountable for managing high level budgets with freedom and flexibility to propose major budget changes.

38. Monitor and manage budget efficiently and effectively with the aim to achieve a balanced budget.

39. Ensure that staff are involved with financial procedures as they affect their roles and responsibilities.

40. Prepare business cases as required.

41. Identify initiatives for continuous improvements, efficiency savings and alternative funding streams.

42. Responsible for Neonatal & Paediatric budget to support operational delivery.

43. Ensure maintenance of equipment on multiple sites, within agreed financial parameters

44. Ensuring compliance with Standing Financial Instructions with the aim of achieving a balanced budget.

45. Responsible for initiating bids to secure funding for developments through external stakeholders to ensure the support of objectives e.g. bids for new or additional services.

46. Authority to move significant amounts between headings within allocated budget.

GENERAL

47. Lead and collaborate with internal and external stakeholders on projects as and when required in support of strategic direction of the service.

48. Learn additional skills and develop competencies which complement the strategic direction of the service as required.

49. Ensure that all Health and Safety policies and procedures, including clinical waste and control of infection are followed. Ensure compliance with Health and Safety legislation.

50. Ensure ongoing compliance with Health and Safety legislation.

51. Manage all complaints and investigations in ScotSTAR Neonatal & Paediatric Service area of responsibility.

7. EQUIPMENT AND MACHINERY

- Competent in use of computer and various software packages including Microsoft 365
- Competent use of email, Teams internet and intranet.
- Use of Badgernet, SSTS/GRS and relevant monitoring systems
- Laptop computers,

8. SYSTEMS

- Abitlity to use SSTS/GRS and PECOS systems
- Authorisation of payroll data (e.g. overtime, expenses) where required.
- The post holder receives highly complex or highly sensitive information and acts accordingly and generating information or, for example, updating systems using restricted password access.
- Badgernet, SSTS GRS PECOs
- Require to Project Manage specific projects/developments using project methodology.

9. DECISIONS AND JUDGEMENTS

- Limits of autonomy are agreed in advance with General Manager.
- Responsible for assignment of and prioritising of own workload.
- Ability to use own initiative and act independently with a high level of discretion.
- Negotiate with external stakeholders and other NHS Board's on service improvement and development issues then formulate action plan for implementation.
- Post holder is expected to initiate action and seek advice and support as necessary.
- Carry out investigations, which could have many components, which require analysis and judgement of a highly complex nature. Decisions may have to be justified in subsequent forums e.g. at Disciplinary hearings.
- Provide professional advice guidance and support in your area of responsibility to internal and external stakeholders.
- Amend the resource allocation (staff skill mix and air resources) to take account of changing environmental factors and the conflicting priorities.

- Responsible for the decision-making process when selecting and appointing staff up to and including managers.
- Requires the ability to make clear and precise judgements and decisions on a wide range of intricate issues inherent in a developing service.
- In Human Resource matters they would have discretion to award up to a Final Written Warning during a Disciplinary Hearing.

10. COMMUNICATIONS AND WORKING RELATIONSHIPS

- Deploy advanced skills of persuasion, influence and negotiation when communicating with a range of internal and external stakeholders.
- Chair meetings effectively.
- Draft information, reports, articles, and papers to publication standard.
- Present complex/specialist information at internal and external meetings, committees, and conferences.

Internal

- Internal contact with senior managers, directors, and all other levels of staff.
- Provides leadership for ScotSTAR Neonatal & Paediatric Team Leaders, neonatal Nurse Consultants, Advanced Neonatal Nurse Practitioners
- Ensure that all ScotSTAR Neonatal & Paediatric staff are fully involved with and informed on current and future initiatives for service related issues where appropriate.
- Involved in discussions which can be contentious i.e. major shift reviews, management of change, etc, in situations which have the capacity to be volatile and emotive, requiring tact, persuasiveness and diplomacy.
- Manage situations with staff which are highly sensitive and requires empathy and understanding.
- Organise and/or provide support to all staff within area of responsibility after traumatic incidents.
- Liaises with Divisional Management Teams and all other departments in the service. I.e. Executive Team, Fleet, Procurement, Finance, MIS, PPU, Personnel, EMDC etc
- Promote and encourage full partnership working at all levels.

External

- Establish, develop, and maintain effective professional relationships and regular liaison meetings with key stakeholders. e.g. Rural and Urban Health Boards, Local Authorities, MSPs, Specialist Retrieval Services and other Emergency and voluntary services.

- Promote the partnership processes, organising and representing the service at meetings.
- Develop integrated working solutions to enhance service delivery. E.g. Best Start
- Effective regular communication with NHS Managers at General Manager and Director level,
- Liaises with general public, patients, carers and complainants by way of home visits when required. This type of communication can be highly sensitive and emotive and requires empathy and understanding.
- Considering and responding to queries and complaints from internal external stakeholders, some of which could be highly contentious.
- Deal with media relations, being prepared to compile press releases and undertake interviews.

11. PHYSICAL, MENTAL AND EMOTIONAL DEMANDS OF THE JOB

- Delivering presentations to a variety of groups regularly.
- Mental Demands – manage a wide range of issues and concerns, e.g. performance, absence, clinical reviews with retrieval teams and finance.
- Negotiation, persuasion, and a rational approach to decision making.
- Working at this level within the NHS health economy can demand periods of intense concentration whilst pro-actively engaging with the public and pressure groups.
- Driving in all weather conditions and traffic levels daily, some of which entails long journeys, including advanced driving skills in response to incidents. Undertaking flight duties as an aircrew staff member.
- Emotional demands – typically the post holder will deal with the resolution of differences between the Service and staff, at a high level.
- There will be a requirement to deal with some complaints/complainants at a high level.

12. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Managing external NHS and Public Service/General Public priorities based around service redesign. Maintaining communications with NHS Directors, as well as Pressure Groups and General Public.
- Constantly seeking opportunities for joint working / collaboration with partners.
- Managing internal conflicting priorities of the Service

- Balancing the drive towards improving performance and meeting performance targets with creating and maintaining an appropriate working environment for staff (compliance with Treating People Well standards) and other priorities – Finance, H&S etc.
- Ensuring that leadership skills and opportunities for staff development are maintained and managed.
- Communicating with external stakeholders, public, patients and complainants.
- Being proactive to and aware of NHS service redesign change at the National / Health Board level and introducing systems / processes for managing demand and expectations.
- Shaping and managing ScotSTAR Budget and identifying and maintaining funding streams to assist with core funding.
- Driving service changes whilst maintaining constructive partnership working.

13. KNOWLEDGE, QUALIFICATIONS AND EXPERIENCE REQUIRED TO DO THE JOB

- Ideally the post holder would have at least 5 years' experience within a public sector management role
- Educated to first Degree level, or equivalent, in a relevant subject.
- Knowledge and understanding of professional registration and regulation.
- Committed to improving quality and standards of care and be self-motivated.
- Ability to demonstrate an analytical and flexible approach to the post.
- The individual must be determined, quick thinking and a successful people manager.
- Effective communications and interpersonal skills are essential.
- Good IT skills and in-depth specialist knowledge of the systems in use across the service.
- Excellent presentation, communication (both verbal and written) interpersonal and problem-solving skills.
- Flexible approach to meeting individual and organisational needs.
- Self motivated and able to work without supervision using own initiative to complete tasks.
- Evidence of ability to manage change and conflicting priorities.
- An in depth understanding of the wider NHS policy agenda.
- Ability and expertise to develop and manage high performance teams, providing leadership and guidance.
- Excellent budgetary/financial experience and awareness.

- An intimate knowledge of Scotland's geography is required.

14. JOB DESCRIPTION AGREEMENT

Job Holders Signature: Date:

Line Managers Signature: Date:

All job descriptions are subject to review. Jobholders are expected to be flexible and prepared to carry out any similar or related duties, which do not fall within the work outlined. The line manager, in consultation with the post holder, will undertake any review.