

Scottish Ambulance Service

Job Description

1. JOB IDENTIFICATION

Job Title: Community Resilience Team Leader

Department(s): Community Resilience

Job Holder Reference:

No of Job Holders: Multiple

2. JOB PURPOSE

The Team Leader is the first line manager and clinical lead to their team and volunteers, and as such will provide effective communication and visible leadership, in order to support staff and volunteers to deliver a quality service to patients through a culture of learning, governance and robust leadership.

To effectively monitor and manage resources in accordance with Service, Divisional and department objectives, to ensure that service provision is of the highest standard.

3. DIMENSIONS

The post holder is responsible for the following:

- Whilst on duty responsible for the station, vehicle and equipment.
- Provide supervision to staff at an ambulance station/location. (1 Team Leader to approx 18 staff – these staff may include trainees, support workers, paramedics and advanced paramedics).
- Ensure prudent financial management in accordance with standing financial instructions and Financial Governance e.g. checking staff overtime claims.
- Provide management and leadership to the Community Resilience Team often working cross divisionally.
- Provide effective management, development and support to Community First Responders and Co Responder schemes and support communities to develop and establish Public Access Defibrillator sites.
- Development of Co Responder and Emergency Responder service delivery models across the service.
- Train volunteers to deliver the First Responder Course to local communities.
- Whilst on duty responsible for work locations, vehicles and equipment.

4. ORGANISATIONAL POSITION

Organisation Chart attached

- a) Reports directly to Area Service Manager
- b) Front line operational staff report to Team Leader

5. MAIN TASKS, DUTIES AND RESPONSIBILITIES

Leadership –

- Promote the vision, values and goals of the NHS Scotland, SAS and Division and demonstrate a commitment to the organisational direction and culture.
- To provide effective and visible leadership and management to a team of Operational Frontline staff and as required maintaining cover at any site across the Division as the need arises.
- Ensure all services provided within the team are patient-focused, of high quality and optimise human, financial and other resources effectively and efficiently.
- Develop high performing individuals who are held to account in terms of delivery and clinical outcomes.
- Deliver high standards of employment practice and act in accordance with any appropriate codes of conduct, ensuring support for the SAS's commitment to equality and human rights in the provision of equality of opportunity in service delivery and employment practice.
- Demonstrate that fairness and respect are central to excellent leadership behaviours and lead and influence others to do the same. Establish a supportive, fair and open culture that encourages and leads the team to meet required performance and clinical standards Demonstrate commitment to continuously improving own skills, behaviours and experience to deliver improved patient outcomes and service delivery.
- Where appropriate deal with local issues that arise or highlight to the ASM if required.
- To provide effective management and leadership to your team.
- Ensure effective two way communication processes are in place to ensure volunteers are fully informed of issues that affect them.

Strategy and Policy

- Works to achieve agreed Divisional and locality objectives supporting delivery of the local delivery plan and national targets and standards. Ensures team members understand the Services aims and objectives. Works at team level to formulate plans and a consistent approach to change.
- Makes recommendations for improvements in working practices to enable improved patient care and delivery of performance targets. Provides opinions and advice to projects where necessary.
- Take a consultative approach to obtain ideas for service improvement and innovation from team members.

Governance and Compliance

- Accountable for the Health and Safety of team members within area of responsibility, ensuring risks/issues are properly identified and appropriate action taken to remove/avoid/minimise any adverse affect on patients/carers/the public/staff. Attend where appropriate Health and Safety meetings.
- Ensure appropriate governance arrangements are in place and adhered to across the locality/team (Clinical, Financial, Staff and Information) Ensure the adoption and practice of all policies and procedures e.g. Health & Safety, Clinical, Infection Prevention and Control, HR, etc.
- Contribute to the local elements of the Divisional risk register, identifying risks appropriately.

- Work with the Clinical Mentors and Paramedic Practice Educators to fully implement clinical guidance and standards within locality/team. Monitor completions/compliance of team's individual performance reviews and essential education.
- Conduct audits in geographical area where appropriate, to highlight, eliminate and/or minimise the identified risks, in respect of buildings, vehicles and staff.
- Act within the requirements of all Information Governance legislation and guidance in particular the Data Protection Act and Caldicott principles, ensuring that strict confidentiality is maintained in respect of patient and staff records.
- Supports and helps to facilitate investigations, complaints, audits and reviews in line with the relevant service procedures and arrangements.
- Support the ASM and Head of Service in ensuring that, locally, the SAS complies with the requirements of the Civil Contingencies Act 2004 (Contingency Planning) (Scotland) Regulations 2005.
- Ensure adequate risk assessments are carried out which considers all groups of volunteers or any others likely to be effected.
- Ensure that all staff and volunteers are aware through induction, instruction and training of their responsibilities for compliance with safe working practices and relevant policies and SOPs.

Quality and Clinical Quality

- To audit and implement systems for achieving Clinical Audit pathways, including compliance reporting, feedback, monitoring and management within their area in support of patient outcome targets.
- In liaison with the Paramedic Practice Educator assist in the management of clinical audit tasks which may include areas of leading or supporting staff carrying out defined audits, case reviews, data collection, implementing agreed changes in clinical practice, audit of patient report forms. Resolve issues identified in audit in collaboration with other departments as required.
- Effectively liaise with Health and Social Care partners to ensure effective delivery of high quality patient care.
- Undertake quality audits of all relevant clinical information including patient report forms (e-PRFs) in association with the Clinical Department, providing feedback to team members.
- To audit and implement systems to ensure consistent standards of training are being delivered across the service to volunteers. Assist in the management of clinical audit tasks which may include areas of leading or supporting staff or volunteers carrying out defined audits, data collection, implementing agreed changes in clinical practice, audit of patient report forms
- Identifies gaps in clinical competence and works in collaboration with ASM, Training & Education and Clinical Department to resolve issues identified.

Performance Delivery

- Responsible for the achievement of team performance targets, patient quality standards and the Services Key Performance Indicators within their area of responsibility.
- Support the management of operational issues affecting A&E departments, Minor Injuries Unit etc offering solutions wherever possible.

- To be responsible for a state of preparedness in the event of a major / large scale incident, undertaking the role of Ambulance Incident Commander [AIC] or other Operational Command role as appropriate in a Major / significant Incident situation in accordance with the Services Major Incident plan. This also requires maintaining competencies for this role through appropriate training and exercise programmes as determined by the SAS.
- Respond to emergency, urgent and routine calls as an operational Paramedic in accordance with operational demand and resource deployment, ensuring ongoing continuous development, essential training and professional clinical registration is maintained.

Resource Management

- To work with Resource Planning to effectively plan and monitor staff resourcing to meet demands as required to maintain effective operational service delivery e.g. skill mix.
- Responsible for ensuring the economic and efficient use of all medical supplies on stations (including drugs) that fall within their team area. Whilst ensuring stock levels are maintained effectively.
- Aware of budgetary constraints and works within these to ensure effective use of resources.
- Ensure community first responder schemes operate and respond effectively within designated area of operation, ensuring equipment and supplies are provided.
- Assist and support the wider team as necessary often out with geographical area.
- Develop community first responder activity, particularly in remote and rural communities.

Financial Management

- Check accuracy of staff overtime/expenses claim forms in order to forward to ASM for approval and signatory.
- Where appropriate be responsible for ensuring invoices/delivery of orders are correct and processed in line with the Services financial procedures.
- Check accuracy of staff overtime/expenses claim forms in order to forward to ASM for approval and signatory.
- Ensure that all volunteer expenses forms are accurate, completed and authorised in accordance with service procedures.

Human Resources

Line management and supervision of operational staff including the following:

- Robustly carry out sickness management in line with The Services Attendance Management Policy and procedures ensuring 'Return to Work' discussions completed timeously.
- Effectively manage individual and team performance, including setting objectives, conducting annual Performance Development Reviews (PDRs) and agreeing Personal Development Plans (PDPs).
- Manage individual employees who fail to reach satisfactory performance standards in accordance with the SAS Capability Policy.

- Manage individual grievance and disciplinary cases in line with the SAS Disciplinary Procedure and Grievance Policy. Achieve early resolution to matters at local level i.e. addressing areas of concern where possible through training, capability procedures or mediation etc.
- Takes responsibility for supporting staff and volunteers following traumatic or aggressive and violent incidents.
- To lead the recruitment and selection of volunteers in line with current policy
- Monitor and act if required on volunteering commitment levels and welfare issues with in current procedures.
- Provide direction and motivation to schemes and scheme members in their area of operation.
- Review and update the volunteer handbook on a regular basis.
- Assist in gaining the Investors in Volunteers award linking into the wider team and ASM.
- Review and update the volunteer development plan regularly in conjunction with the ASM and other stakeholders.
- Responsible for regular steering group meeting within area involving relevant parties.
- Provide training and educational update programmes to volunteers on a regular basis.

Education, Learning and Development

- Ensure all staff attend essential education and training to ensure compliance with legal, regulatory and continuing professional development (CPD).
- Ensure that education opportunities are accessible to all clinical and non-clinical staff within team, recognising the diverse needs of the workforce.
- Ensure that local workplace inductions for new staff are provided, so that they are aware of all appropriate procedures, policies and information necessary to carry out their role effectively, efficiently and safely.
- Work with the Divisional Management Team to ensure that the Division provides opportunities for talent to be developed. Promote and encourage a continuous learning environment, promoting a culture of lifelong learning.
- Work with the Education Department to ensure that the First Responder Course is relevant and accurate and in line with current guidelines.
- Deliver and ensure quality training is being received by all community first responders on a regular basis and relevant paper flow is completed and recorded.
- Deliver and ensure the team, other staff and volunteers are fully trained and competent in delivering training on behalf of the SAS and relevant paper flow.
- Carry out driver assessments for volunteers who use Scottish Ambulance Service vehicles.

Health and Safety– See also Governance and Compliance

- Ensure that all staff are aware, through induction, instruction and training, of their responsibilities for compliance with safe working practices, Service Health and Safety and Risk policy and current legislation.
- Participate in any mandatory Health and Safety recognised courses (IOSH) to ensure consistent management of health and safety within area.
- Take personal responsibility to act within the Service's Health & Safety Policy to safeguard the health and well-being of patients, colleagues and members of the public.

Infection Prevention and Control

- Promote, encourage and ensure that staff are aware of and comply with Infection Prevention and Control policy and procedures at all times and complete mandatory update education as required.
- Ensure that good Infection Prevention and Control practice to maintain a safe environment for patients, colleagues and members of the public is sustained and monitored.
- Participate in mandatory Infection Prevention and Control update education to ensure an informed approach.

6 EQUIPMENT AND MACHINERY

- Use of a range of clinical equipment (patient care and vehicle) appropriate to all staff in an operational setting.
- Carry out vehicle inspection at start of shift and report any damage or defects immediately.
- Check stock of patient care equipment and ensure that all equipment is safe, clean and in good working order. Ensuring all medical supplies are in date and sterile.
- Use of Scene Management pack and other Major Incident equipment e.g. incident tabards.
- Use of moving and handling equipment.
- Use of computer equipment to support clinical issues.
- Use of radio equipment/mobile telephone.
- Use of training equipment and consumables.
- Use of projector equipment.
- Use of laptop.
- Use of photo copier / scanner.

7. SYSTEMS

Completion of:

- Patient Report Forms using information generated by post holder.
- Forms relating to other aspects of work e.g. controlled drugs register etc.
- Accident/incident reporting and near miss forms.
- KSF compliance – ensuring PDR/PDPs completed.
- Command decisions and communications logs.
- Personal clinical skills audit.
- Authorising forms in relation to hours worked, absence etc, for operational staff.
- Recruitment of volunteer paperwork e.g. applications, PVG documentation etc.
- Use of MS office Packages in particular Word, Excel and PowerPoint.
- Use of the Volunteer Database.
- Management Information Systems e.g. Data Warehouse.
- Filing systems.

8. DECISIONS AND JUDGEMENTS

- Decisions made may require evaluation of evidence between different approaches along with interpretation based on professional and clinical judgement.
- Standards will be determined by JRCALC clinical guidelines, protocols, policies and procedures
- To autonomously assess and diagnose individual patient needs to determine how to treat in accordance with clinical guidelines.
- Recognition of Life Extinct and cessation of resuscitation.
- Routinely work without line manager presence, although advice and support are readily available
- Calculation and administration of P.O.M.
- Required to act as the Ambulance Incident Commander [AIC] at major incident scenes, requiring judgement on and decision of best use of available resources. Reference to the National Decision Making Model [NDM] to support this.
- Reports directly to the Area Service Manager. May take action within their station within clearly defined limitations without recourse to the Area Service Manager.
- To co-ordinate and facilitate staff availability in accordance with service demand to prepare and provide written statements for solicitors, coroners and police as and when required.
- Influences Divisional Plans for first responder schemes, driving changes where necessary.
- Decides how best to engage with communities to generate interest in SAS initiatives.
- Analyse data and act on evidence and knowledge gained through audit.
- Recruit, manage, supervise, support and develop volunteers.

9. COMMUNICATIONS AND RELATIONSHIPS

- Ensure that there is positive staff engagement and effective two way communication processes in place.
- Required to deal with sensitive situations professionally, assertively and tactfully e.g. staff/patient issues.
- Required to respect religious beliefs and cultural differences and communicate in emotional circumstances.
- Required to communicate effectively and concisely with other emergency and health service employees.
- Required to communicate effectively with external agencies and stakeholders e.g. local PFPI Groups.
- Organises station meetings including Team Talk sessions on a regular basis to discuss items of common interest and take part in the ongoing communications within the organisation.
- As Ambulance Incident Commander [AIC] at Major Incidents required to liaise with other emergency services and ensure that Ambulance personnel are briefed on the incident
- To promote and develop local partnership arrangements and help facilitate staff governance actions.
- Required to deal with sensitive situations professionally, assertively and tactfully e.g. staff/volunteer/patient issues.

- Required to communicate effectively with communities and councils to set up new community schemes etc.

10. PHYSICAL, MENTAL AND EMOTIONAL DEMANDS OF THE JOB

- Must have a high level of hand eye co-ordination skills in order to carry out advanced clinical interventions e.g. intubation and intravenous access.
- Required to, using appropriate aids, move and handle patients.
- Responds to emergency calls and situations that require concentration as well as being distressing and sometimes traumatic, for example road traffic accidents.
- Required to undertake a Command role e.g. Ambulance Incident Commander which may create additional physical, mental and emotional demands on the individual.
- Exposure to, and contact with, body fluids.
- Dealing with death, this is especially distressing in cases of infant mortality, etc.
- Dealing with relatives and members of the public in difficult circumstances, e.g. sudden death.
- Contact with aggressive patients requiring use of management of aggression skills.
- Care of patients with varying disabilities.
- Ensure the welfare of individual staff as required. Takes responsibility for supporting operational staff following traumatic or aggressive and violent incidents.
- Responding and attending to emergency calls in all kinds of weather.
- Dealing with conflict issues between staff.
- Implementing performance improvement measures which may be unpopular with vehicle crew staff
- To represent the Service at hearings or formal events or accompany and provide support to staff who are required to give evidence at court.
- Dealing with conflict issues between volunteers.
- Working cross divisionally.
- Working flexibly as group meetings and training will be required to be delivered mostly evenings and weekends.
- Setting up of equipment and delivery of training to individuals with varied needs.
- Work pattern is unpredictable with regular evening and weekend work.
- The use of negotiation, persuasion and empathy when dealing with both staff and volunteers.

- Debriefing of volunteers involved in resuscitation and serious and or life threatening events.
- Recruiting, supporting and retaining volunteers.
- Addressing volunteer issues, conflict management and volunteer governance.

11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Coping with emotional impact of exposure to traumatic and distressing incidents.
- Effectively managing time, balancing operational duties with first line manager duties to ensure key operational/Staff Governance outcomes are achieved.
- Resolving conflict situations at station district level to achieve a harmonious working environment.
- Developing a culture of self reflection and continuous improvement amongst staff, whilst dealing promptly and fairly with those staff whose standards fall below expectations.
- Managing the geographical spread of community first responder schemes.
- Resolving conflict / dealing with difficult situations within community first responder schemes.
- Prioritising new schemes and training to meet the needs of the service, whilst ensuring standards are met.
- Working with communities and generating interest in and maintaining motivation in Community First Response uptake.

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

- HCPC Registered Paramedic.
- Good verbal and written communication skills (must be able to complete Assessments/Reports as required).
- Self-disciplined and able to work on own initiative.
- Good knowledge of the Scottish Ambulance Service Policies and Procedures and their application
- Full current Driving Licence including the completion of an accredited emergency driving programme and C1 and D1 license categories.
- Incident Command and resilience training as approved by the SAS.
- Completion of prescribed individual internal/external training modules/development in line with the Services Leadership Programme.
- Knowledge of current Resuscitation Council UK guideline at basic and advanced levels.
- Working with volunteers / third sector.
- Education and training experience.
- Ability to work flexibly.
- Experience to develop and manage teams of volunteers.

13. JOB DESCRIPTION AGREEMENT

Job Holder's Signature:

Head of Department Signature:

Date:

Date:

PERSON SPECIFICATION

	Essential	Desirable
EDUCATION & QUALIFICATIONS	<ul style="list-style-type: none"> ● Relevant degree or diploma or equivalent Professional Qualification e.g. State Registered Paramedic or Registered Nurse. <p>Or</p> <ul style="list-style-type: none"> ● A minimum of 2 years relevant experience working in an Ambulance environment or healthcare role with a minimum of 2 years demonstratable supervisory experience in resolving key service/patient/staffing issues ● Driving licence hold 	
Knowledge & Experience	<ul style="list-style-type: none"> ● Experience of provision of clinical support and supervision, preferably in a similar setting. ● Experience of working in multi-disciplinary teams. ● Working knowledge of Information Governance ● Experience of managing an extensive workload in complex environments 	<ul style="list-style-type: none"> ● Good knowledge of Scottish Ambulance Service Policies and Procedures

	<ul style="list-style-type: none"> • Proven record of maintaining confidentiality and working with sensitive data • Experience working with Microsoft Office. 	
SKILLS & ABILITIES	<ul style="list-style-type: none"> • When required demonstrate effective report writing and analytical Skills. • Analyse data and produce reports when required to do so. • Self-Motivating and ability to motivate others • Effective & supportive team player • IT literate • Sensitivity, tact and understanding when liaising and dealing with stakeholders 	<ul style="list-style-type: none"> • A good standard of presentation and facilitation skill
COMMUNICATION & RELATIONSHIP SKILLS	<ul style="list-style-type: none"> • Excellent interpersonal skills • Excellent decision making skills • Team player 	
PERSONAL ATTRIBUTES	<ul style="list-style-type: none"> • Flexible Approach to working • Open, professional supervisory Style • Leadership/Motivational qualities • Committed to continuous Improvement • An ability to negotiate with stakeholders to determine successful outcome 	

	<ul style="list-style-type: none"> • Change maker, forward thinker, complete/finisher • An ability to respond to situations which may be tense/emotive 	
WORKING CONDITIONS	<ul style="list-style-type: none"> • Experience in working in a complex environment 	