

**SCOTTISH AMBULANCE SERIVCE**

**JOB DESCRIPTION**

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| 1. **JOB IDENTIFICATION**
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| **JOB TITLE** | Driver Training Officer (DTO)  |
| **JOB DESCRIPTION REFERENCE** | MLPR 565 |
| **DEPARTMENT** | Education and Professional Development |
| **NO OF JOB HOLDERS** | Multiple |
| **DATE JOB DESCRPTION AGREED** | TBC |

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|  **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* |
| *Please refer to job description guidelines before completing a new job description* |

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| 1. **JOB PURPOSE**
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| 1. The post holder will provide approved driver training within the scope of the Clinical Education & Standards department, delivering driver education and training to all grades of clinical and support staff within the Service. This will take place: * + within education centres in a formal classroom setting and virtual classrooms
	+ within Driver Training Units whilst delivering practical and theoretical driving instruction.
	+ within an operational environment where there may be patient interaction
	+ in external environments to support partner education programmes.

2. The post holder will deliver these activities, as scheduled to meet the demands of the agreed training plan, including the monitoring, and mentoring of all learner activities and will be actively involved in promoting best practice across the service whilst maintaining compliance with local and national policies and standards. 3. Undertake the role of course director on a full range of driver training programmes for practitioner and support levels as required/directed and promote best practice in multi-disciplinary working, efficiency and effectiveness with educational services, systems, values, and behaviours. 4. Ensuring all Awarding/Accrediting bodies’ requirements are adhered to and met, ensuring compliance with all relevant standards, directives, and policies, including role-modelling exemplary driving standards. |

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| 1. **DIMENSIONS**
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| SAS is committed to developing a workforce capable of delivering the highest levels of quality service and clinical, person-centred care, in line with the NHS Quality Strategy and our 2030 workforce vision. Development of this role will help us to meet the needs of our patients in an ever changing, complex Scottish health and social care landscape. As a subject matter expert, the post holder will be working across the organisation to facilitate the approved routine and emergency response driver training programmes (SAS, SQA, and Awarding Organisation) as per the EPDD prospectus and ad-hoc requests. The autonomous practitioner will facilitate driving assessments as required (e.g. RTW, Road Traffic Regulations 2023, Post accident support, etc) which will be carried out on a range of ambulance vehicles.The post holder will work across role and regional boundaries, providing expert driving and professional leadership to provide training and support to all staff. The DTO will be expected to develop knowledge and skills in identified areas of driver training and contribute to pan-service education, training, and research and audit activity.The Driver Training Officer role requires flexibility and adaptability to deliver training across multiple locations throughout Scotland. This may include working away from a designated primary base and staying overnight for several days to meet operational and training needs.  |

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| ORGANISATIONAL POSITION *(organisational charts can be included as an appendix if preferred)* |
| Associate Director of Education& Professional Development Regional Head of Education (North-East-West) Education Lead(Driving) CTO Driver TrainingOfficer |

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| 5. MAIN TASKS, DUTIES AND RESPONSIBILITIES  |
| **Service Development*** The DTO will assist in interpreting and adapting Service policies as and when required to ensure current driving practice is up to date with other national emergency services.
* The DTO will implement all Service policies in relation to driver training and development for the organisation relating to driver training educational programmes such as health and safety, risk governance and management, manual handling particularly with training students or tutors.
* The DTO will be involved in proposing changes and identifying best practice in areas such as equipment and vehicles to be used on the road operationally.
* The DTO will be involved with developing national policies regarding driving of vehicles such as establishing guidelines and policies for post incident investigation & assessment, driving standards, operational assessments for car-based responding to emergencies etc.
* The DTO may be requested to deputise for the Driving Lead and/or Head of Driving to attend national meetings (e.g. DTAG, Tri-Service group) representing the organisation, with other NHS partners, Emergency partner organisations and other relevant stakeholders, to discuss and implement driving changes to be used service wide.
* The DTO may be asked to provide expert advice and knowledge relating to driving related aspects of the Service’s business. They will ensure that legislation and national policies are adhered to including implementation of all driving related policies and procedures.
* The DTO may be involved in facilitation and review of assessment processes during the recruitment and selection stage of new emergency response driving staff in conjunction with the recruitment team, operational managers, the Driving Lead and Head of Driving.
* The DTO must adhere to the SAS Driving Standards Policy at all times and will be asked to review the policy as required.
* The DTO will be required to undertake other duties associated in the delivery of driver training these include but are not limited to: - scheduling vehicle maintenance, moving vehicles to course locations, planning student allocation, maintaining an up to date register of all equipment allocated to DTU’s.
* The DTO will be involved in the delivery of continuous professional developed for qualified staff within SAS.

**Financial & Physical Resources*** Training vehicles and associated equipment appropriateness for delivery of training, legal compliance, health, and safety.
* Vehicles, video recording equipment, incident data recording equipment, communication equipment, data terminals.
* Whilst on leased property, responsible for site security whilst utilising the facilities. Named responsible manager. Also, a key holder for the training department.
* Issue and maintenance of visitor ID cards and building entry fobs.
* Ensure site security met during late drives.
* Setting up and maintaining apps on electronic devices. Ensure that correct passwords are in place to allow access to SAS Guest Wi-Fi to allow internet access to sit online theory assessments. Additional training aids in vehicles i.e., Fitting Sat Nav equipment on the training vehicles using sucker cups (so no specialist skills were required).
* Ensuring training vehicles and equipment complies with Service and manufacturer servicing and safety check schedules.
* Training aids such as recording equipment, study / reference materials, mobile phones, laptops/tablets, presentations, paperwork, portfolios, vehicle folders.
* Consumables used on driver training such as first aid kits, portable defibrillators, fire extinguishers, road atlas, sat-nav, etc.

**Human Resources*** The DTO, when acting as the course director, is responsible for all activities and professional standards for all staff engaged in driver education programmes including operational training or assessments. Up to 30 learners at any one time.
* The DTO, when acting as course director, is responsible for the delivery of driver education which includes training appropriate staff in a range of emergency and non-emergency driving skills, off road skills, skid avoidance and assessor courses.
* Instructor mentorship and training, Internal update courses and driving assessments/support.
* The DTO will manage delivery of core driver training programmes for emergency response and non-emergency driving Inc tutor development programmes and assessor training courses and deliver training to students or tutors on a frequent basis both internally and externally.
* The DTO when acting as course director, is responsible for the delivery of training for students, driving tutors and driving assessors who are required to undertake driving tuition or assessments which includes analysing, making judgments, recommendations and action plans using the reports from the assessments including operational training or assessments.
* To ensure continuous review, evaluation, development and maintenance of the quality, professional standards and outcomes of driving knowledge and skill programmes including implementation of all driver training policies and procedures.
* The DTO will ensure, with the Driver Lead, that continuous reviews, evaluations, development and maintenance of the quality, professional standards and outcomes of all regional driving knowledge and skill programmes including the implementation all driver training policies and procedures. The DTO will assist in the analysis and implementation of new ways of working and guidance to ensure best practice training on a regional and national basis including operational training and assessments.
* The DTO, when acting as course director, is responsible for providing basic HR advice and support to instructors and students on such matters as Service policies and procedures, standard operating guidelines, and equality & diversity in conjunction with professional HR business partners. May deputise and assist with termination interviews with failed students when the education lead for driver training in not available.

**Information Resources*** As course director the DTO will ensure correct completion of timesheets and expenses monthly, and guide the learner to submit correctly completed sheets to the appropriate manager for sign off.
* The DTO will ensure that an accurate database of all driver education, development and training records are maintained in accordance with legalisation including auditing the storage of driver training records in accordance with data protection principles and provide information and advice on best practice where required.
* As course director the driving tutor will write and circulate regular regional driving briefing reports such as failing students (and confidentiality issues) for all relevant stakeholders at all levels in the organisation via e-mail. The driving tutor is responsible for ensuring that information is passed to the relevant administrator for submission to the relevant database.
* The DTO could be asked to take minutes during regular standardisation team meetings to allow for an accurate record of discussions which have taken place. This further allows for a list of priorities and action points to be developed and agreed.
* The DTO may be requested to assist in the maintenance of own IT issues and Quality System documents via systems such as M365.
* Setting up, presenting, and storing CPD sessions via MS Teams. Ensuring all staff have access to this material.
* Development and maintenance of electronic driving portfolio and electronic files associated with the portfolio to gather relevant information to allow the learner engaged on courses to meet the standard required.

**Research & Development*** Satisfaction surveys and evaluation/feedback from courses and other users of training facilities, feedback to tutors, awarding body, statutory bodies and assess equipment before released for operational use.
* Monthly audits of the driver training units are carried out to ensure all equipment is present. Daily checks are carried out, with a monthly audit required for equipment audit and cleanliness.
* Trial of equipment and vehicles, comms equipment such as manufacturer demonstration vehicles, reporting back to Driver Lead and Fleet Department.
* Professional user advice on suggestions to modification of frontline vehicles such as vehicle handling and in vehicle storage of equipment.
* Testing, evaluation, and reporting of any new vehicles being proposed to the organisation, reporting back to the Driver Lead.
* Creation of forms and report templates for the collation of relevant driving-based information and vehicle evaluation, for all internal and external stakeholders.

**The above is only an outline of the tasks, responsibilities and outcomes required of the role. The post holder will carry out any other duties as may reasonably be required by their line manager.** **This job description outlines the duties as currently required but may be amended to reflect future developments in the service and the impact of new technology on the role.** **Appropriate training will be provided to support essential additional skills required.** |

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| 6 EQUIPMENT AND MACHINERY |
| * Drive Service vehicles in accordance with the approved methods and techniques of driving.
* Carry out the appropriate daily and weekly checks (e.g. vehicle and response checks, restocking, reporting of defects)
* Check stock of clinical care equipment and ensure that all equipment is safe, clean and in good working order. Ensure all medical supplies are in date and, where required, sterile.
* Use of First response kit e.g. Response bag, AED, oxygen, etc.
* Use of computer equipment to support clinical issues.
* Use of Microsoft Office products e.g. Word and Outlook to support driving diary, student and staff feedback.
* Use of radio equipment/mobile telephone.
* Use of Satellite Navigation Systems.
* Evaluation of vehicles on trial to the service, providing feedback on training requirements.
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| 7. SYSTEMS |
| * Ensuring accuracy when completing student portfolios using information generated by the student and post holder and that it is available to view for quality assurance purposes.
* Student portfolio completion to meet awarding body requirements, both electronic and paper, relating to other aspects of work, e.g. checklists, Direct Observation sign offs, theory, practical assessments, etc
* Accident/incident reporting and near miss information (e.g. DATIX).
* Forms in relation to hours worked, absence, self-appraisal, etc.
* Personal CPD and training log completion.
* Maintaining up-to-date driving assessment records and staff personal records on electronic databases.
* Maintain a high standard of record keeping in accordance with the framework for information governance and clinical governance guidance.
* Promote the use of Information Technology to benefit personal and student development.
* Assist with developing and implementing policies and protocols for driver training (urgent and Emergency response).
* Propose appropriate changes to working practices and procedures for driver training (urgent and Emergency response).
* Responsible for the safe use of equipment, for maintaining appropriate levels of stock in own area of practice, and for ensuring appropriate equipment or supplies are purchased.
* Uses digital rostering systems to confirm roster etc (e.g. Global Rostering System (GRS))
* Undertakes digital learning by accessing a range of systems and learning platforms (e.g. TURAS)
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| **8. DECISIONS AND JUDGEMENTS** |
| A Driving Training Officer will:* Facilitate and grade internal and external examinations for students (new organisational appointments and existing qualified staff) as regulated by the awarding body / accrediting organisations.
* Undertake quality assurance assessments of teaching faculty delivering driver training (peer review standardisation), examining their performance using applied assessment strategies with appropriate recording on electronic organisational and external national databases.
* Deliver all practical and theoretical elements of accredited driver training programmes.
* The DTO will make decisions based on individual performance and assessment outcomes, with remedial action implementation plans applied where necessary. This is frequent and detailed and can be emotional, as it may impact the student’s employment contract.
* Make decisions based on best practice, knowledge, experience, and legislation when dealing with student development and remedial action plans.
* Assist in the development and delivery of course content and objectives and methods of delivery appropriate to individual needs, ensuring when acting as a Course Director, that the appropriate personnel are utilised for delivery requirements.
* Will review, analyse, and assess complex legislation for impact to the Service and to offer expert driving related advice, reporting, and identified issues to the Driving Lead or Head of Driving.
* If the DTO holds a recognised first aid qualification or equivalent or higher, they are required to undertake treatment of any patients encountered during operational duty. This may involve undertaking the role of scene manager, or the application of Basic Life Saving (BLS) or Advanced Life Saving (ALS) skills, dependant on experience. This may involve analysis and interpretation of medical data, making informed appropriate clinical decisions etc.
* Have autonomous decision-making responsibility while undertaking the role of Course Director. Every DTO will be appointed as Course Director in rotation. This responsibility is to ensure all vehicle and human resources on the driving programme are supported and allocated appropriately and timeously, in line with guidance from the Driving Lead. They also have responsibility for reporting of incidents to the Driving Lead, distribution, and collation of assessment materials, dealing with vehicle breakdowns and repair etc.
* As Course Director, be involved in compiling often complex student reports, which may have a bearing on students’ contract of employment.
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| **9. COMMUNICATIONS AND RELATIONSHIPS** |
| There are requirements for information that the DTO has produced to be used as feedback to the Senior Education Team (SET) via the Driving Lead or Head of Driving, and other relevant Service directorates, regarding Driving training and development. This information may include operational based training such as response car training, familiarisation, and assessment, identifying best practice and legal compliance with several driving related polices or procedures. This information will frequently be used to update and develop the programmes delivered.Maintain close relationships with:* Members of the wider Education Team and the SET.
* Operational managers across the service.
* Fleet regional teams.

Maintain links with any awarding bodies used for assurance of driver training programmes.Provide reports and presentations to Education Leads, department staff, SAS staff and managers, and external stakeholders when required.Required to deal with sensitive situations professionally, assertively, and tactfully. This may involve providing feedback to students which could impact on their career development (e.g. Failure to progress on course)Provides effective verbal and written communication to all members of staff across the Scottish Ambulance Service to ensure the best patient experience possible * Required to communicate effectively and professionally with other health and social care professionals as well as those from other agencies; Police & Fire for example
* Provides support, empathy and reassurance when communicating in a hostile or highly emotive atmosphere.
* Contribute to a supportive environment in the interest of staff morale.
* Develop external professional networks that promote both the profession and organisation.
* Providing evidence in court as required.
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| **10. PHYSICAL, MENTAL AND EMOTIONAL DEMANDS OF THE JOB** |
| **Physical skills** * Daily vehicle checks in line with Highway Code and service policy which includes opening bonnet for oil, water etc., walking around vehicle for warning systems and general lights check, kneeling for body inspection and tyre pressure checks, opening doors front and rear to remove internal fixtures and fittings to check for operability and serviceability.
* In winter weather, de-icing windows, clearing snow etc from all over vehicle which can involve stretching and working on a step or ladder. Also, frequent requirement to use a shovel to clear snow from wheels to allow vehicle movement.
* Extended periods of approx. 8 hours+ in a 10-hour shift sitting in vehicle, either observing as an assessor, or driving to demonstrate practical application.
* Constant exiting and entering vehicle to allow driver change over.
* There is a requirement to frequently lift moderately heavy items such as a response bag or defibrillator, traffic cones for lane marking for manoeuvring exercises, removing, and replacing trolley beds, delivering clinical teaching equipment to Clinical Education Centres etc.
* Out of hours working with night drive / night drive assessment. This involves long periods of intense concentration driving through the hours of darkness so students can experience night driving and onset of fatigue.
* Carrying out demonstration drives for learners and colleagues, while undertaking commentary for clarification and teaching. This can be for extended periods, particularly when students require periods of intense development.
* May be required to set up venues including classrooms for course delivery, examinations, and portfolio completion, which will involve moving chairs, tables, projects etc.
* Moving vehicles, mainly driver training units, nationally ensuring that venues have the correct number for learners on course. e.g. driving from South Scotland to North Scotland to deliver a driver training unit for programme delivery and return in same day, picking up/returning manufacturer demonstration vehicles to other parts of the UK etc.
* Use of keyboard skills for producing daily programme and student progress reports.

**Mental demands** * Maintaining concentration, specifically due to changing hazards, whilst engaged on non-emergency and emergency response demonstration drives for students.
* Maintaining concentration, specifically due to changing hazards, whilst engaged on supervision of students undertaking non-emergency and emergency response demonstration drives.
* As Course Director, utilise motivational skills and dynamic decision-making, oversee driving programme frequently making operational decisions regarding course conduct, vehicle issues, staff issues, staff absence, presentation development and delivery, etc.
* Pastoral support for learners and colleagues alike, often involving personal and emotional confidential situations relating to staff welfare.
* Monitoring for signs of fatigue in self, colleagues, learners, and operational staff, taking appropriate intervention and action. This could involve asking a student to stop their drive and removing them from the driving position.
* Human Resource Management through support and direction for colleagues, learners, and operational staff alike.
* Delivering news that learners or colleagues may find distressing, and which will frequently impact the student’s continued employment.
* Nurturing self-discipline and encouraging motivation of the learner and colleague.
* Producing and delivering feedback, both written and verbal to learners and colleagues alike.
* Ensure that learners maintain the SAS values and beliefs, policy and procedures and exemplify them, particularly while in the public domain.
* May be required to assist Police investigations and complaints, which may involve lengthy report writing, and interaction with various external agencies.
* May be required to assist Senior operational managers with investigations and complaints, which may involve lengthy report writing.
* May be required to attend Court to give evidence on RTC investigations, incidents encountered while on programme i.e. being flagged down for a serious incident etc.
* May be required to advise relatives, bystanders etc., of distressing news (e.g. sudden / traumatic death) at a clinical incident
* May be required to deal with hostile / angry learners, operational staff, or patients / relatives / carers.
* Route Planning and ensuring there is a contingency plan due to problems encountered making it a dynamic plan.

**Emotional demands** * Pastoral support for learners and colleagues alike, often involving personal and emotional confidential situations relating to staff welfare.
* Delivering news that learners or colleagues may find distressing, and which will frequently impact the student’s continued employment i.e. failing a student on programme which will most likely result in a termination of contract of employment.
* May be required to advise relatives, bystanders etc., of distressing news (e.g. sudden / traumatic death) at a clinical incident.
* May be required to deal with hostile / angry learners (failing students), operational staff (not achieving programme standards), or patients / relatives / carers (following clinical incident).
* May be required to provide support and direction to learners and colleagues during assessment or development.
* May be required to deal with stressful circumstances, near misses, during non-emergency and emergency response drives and staff under emotional stress during the drives.
* May be required to deal with abusive or aggressive patients at a clinical incident.
* May be required to deal with death and emotional incidents at a clinical incident.
* Human Factors encountered whilst undertaking a non-emergency or emergency response drive.
* As a Course Director, dealing with other tutors’ issues whilst overseeing own learners.
* High levels of concentration during non-emergency and emergency response drives.

**Working Conditions*** Working day will involve variable start / finish time, shift work due to hours of darkness legislation, various weather, traffic, and light conditions whilst driver training.
* Whilst engaged in driver training including tutor development, different types of ambulance service vehicles will require to be used, involving frequent changes of vehicle during programme.
* May be required to travel across whole region and nationally for meetings and events and to cover other locations for driver training, often at short notice i.e. less than 24h notice.
* May be required to respond and deal with emergency calls and/or incidents encountered while out driving as a clinician (where appropriate) in all seasons and varying weather conditions
* Constant driver training and education under emergency conditions in car or ambulance including tutor development, with continual exposure to audible and visual warning systems during the year in all seasons.
* Delivery of training and education for students and tutors at outside events such as manoeuvre training on an airfield or car park in varying weather conditions. This can often involve periods of extended time in the open environment, during inclement and / or hot weather.
* Daily vehicle daily inspections (oil checks, water checks, tyre pressure checks). Handling Ad Blue additive to keep vehicle topped up. Sometimes more than daily if changing vehicles.
* Daily power washing of programme vehicles, using Traffic Film Remover additive.
* Internal cleaning of programme vehicles using appropriate glass cleaners, upholstery cleaners etc. Vacuuming / brushing programme vehicles.
* Frequent use of software packages on laptops and tablet devices for report writing, VC meetings, e-mail communication, database recording etc.
* Using electronic devices where course content is contained within them – Highway Code, reference material, assessments, portfolios, etc.
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| **11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB** |
| * Day to day management matters such as resourcing driving programmes, hire vehicles, overseeing seconded tutors and independent consultants.
* Providing expert knowledge or skills in the driving arena for all levels of the organisation.
* Managing and planning operational driving assessments or training.
* Making decisions about the competency and pass/fail of students.
* Agreeing action plans where student does not meet the required standard. Measuring progress and achievement.
* May be required to remove a student from a driving programme if their driving fails to meet the required standard, following discussion with the Driving Lead
* May be required to remove operational staff from a driving programme or operational role if their driving fails to meet the required standard, following discussion with the Driving Lead
* Reinstating operational staff to driving duties post incident, following discussion with the Driving Lead.
* May be required to conduct collision investigations, under direction of the Driving Lead.
* May be required to assume the role of incident officer at scene until relieved by senior member of staff.
* Day to day running and implementation of driver training courses.
* Off road assessments and training.
* Providing first aid to a patient, carrying out BLS where necessary.
* Maintaining the professional qualifications required for the role; CAVA, Level 4 Emergency Driving Instruction, or equivalents.
* Work within the following professional and occupational policies set by the following organisations –
	+ Driving Standards Agency ADI professional standards and qualification.
	+ Future Quals DERADI: Driving Instructor professional standards and qualification.
	+ Road Traffic Legislation.
	+ Service specific clinical qualifications policies.
* The DTO will ensure the implementation of regulatory requirements such as compliance with Traffic law legislation and best practice such as quality assurance review of driving faculty staff and assessors and continuous professional development pathways for same.
* The DTO will ensure the implementation and provide expert advice and knowledge in all driving related aspects of the Service’s business, ensuring legislation and national policies are adhered too Including the review, analysis and implementation of all relevant national policies, legalisation etc and to manage full compliance across the region.

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| 12. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| The knowledge, training, and experience that an applicant will need to have for application as a Driving Instructor will be - * Full Category B and C1 driving licence.
* Less than 4 penalty points held on driving licence.
* SCQF Level 6 Certificate in Emergency Response Ambulance Driving (CERAD) or equivalent e.g. Emergency Fire Appliance Driving (EFAD), Police response driving (but will still be required to undertake a CERAD course as part of Instructor training) etc.

**Should be willing to work towards these qualifications (or equivalent relevant to current legislation and organisational direction) post-application (if not held) –*** Qualified DERADI (Ofqual Level 4 Diploma in Emergency Response Ambulance Driving Instruction – equivalent to SCQF Level 7) Driver Trainer. If not currently held, must be achieved within the maximum timescale of 24 months of appointment to the post.
* Qualified Driving Standards Agency Approved Driving Instructor (ADI).
* Ofqual Level 3 (equivalent SCQF Level 6) Certificate in Assessing Vocational Achievement (CAVA) or equivalent.
* Ofqual Level 3 (SCQF Level 6) CERAD (Certificate in Emergency Response Ambulance Driving) or equivalent.
* Ofqual Level 4 (SCQF Level 7) Certificate in Education and Training (L4 CET) or equivalent.
* Ofqual Level 4 (SCQF Level 7) Award in the Internal Quality Assurance of Assessment Processes and Practice.
* Tactical or Operational Commander (if applicable).
* Collision investigation course (if applicable).
* Off-Road Driving levels 1, 2 and Observer (if applicable).
* Awareness of procedures and policies related to high-speed driving instruction methodologies and practical application.
* Awareness of procedures and policies related to SAS.
* Development to undertake the role of appointed Course Director
* Basic First aid / First Person On Scene (FPOS) Cert / First Responder Emergency Care (FREC) Cert / maintenance of registered practitioner status e.g. Registered Paramedic (minimum is Basic First Aid)
* Literate in Microsoft Office programmes.
* Evidence of Driver CPD.
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| **13. JOB DESCRIPTION AGREEMENT** |
| Job Holder’s Signature:Head of Department Signature: | DateDate |