

EAST MIDLANDS AMBULANCE SERVICE NHS TRUST
Role Description

Job Title	Duty Commander (Band 7)
Accountability	Divisional Senior Manager (Planning)
Review Date	This job description is subject to periodic revision following discussion with the post holder

Job Purpose:

Accountable to the Divisional Senior Manager (Planning) [see appendix 1], the Duty Commander will provide a daily 24/7 duty command and incident response role and will be responsible for the overall (on scene) tactical command, coordination and performance of the Division. This role will provide visible leadership, problem solving / decision making and assessment of risk in a live dynamic environment, effectively overseeing the daily Divisional tactical plan. The Duty Commander will undertake the national major incident doctrine role and associated action cards of the 'Tactical Commander' or 'Operational Commander', dependent on the type of incident and command structure in place.

The role will also be the key link and interface with other Category 1 and Category 2 responders, jointly developing cohesive and dynamic plans with partner agencies, utilising the JESIP principles. This role will also take on the function of Ambulance Incident Commander at large-scale / multi-agency incidents and may be required to attend Tactical Coordinating Groups where appropriate, supporting the Trust's overall command structure (see appendix 2).

The Duty Commander has a positive duty to act in relation to patients, the wider public and its employees needs and safety; and as such all actions and decisions made by them will be to the best of their knowledge, lawful and in line with the principles commensurate with their command role.

The Duty Commander will ensure that the area command team work closely with colleagues to provide support and post-incident feedback to teams and clinicians following significant clinical events in the both the in and out of hours periods, ensuring a seamless hand-over to the Station Manager (SM) and Divisional Senior Clinical Leader (DSCL) function to provide ongoing support, leadership and management.

The Duty Commander will act as a reactive leader supporting, supervising and signposting (to SM, DSCLs etc.) staff groups on an "on shift" basis.

The Duty Commander will provide the 24/7 Divisional/area senior point of contact for system, CCG, hospital issues, turnaround and escalation, working closely with the Regional Operations Manager (ROM). The role will also work closely with other DCs within their area and the Trust, recognising the need for cross area and system working.

In addition to the day to day command responsibilities, the Duty Commander will also support the Divisional management team (primarily the Divisional Senior Manager [Planning] and Heads of Operations) in the implementation of local initiatives and projects with the sole aim of improving performance, ensuring the optimum use of available resource at any given time. This will include real time management of key operational metrics, including call-cycle issues.

The Duty Commander, working alongside the Divisional Senior Manager (Planning) is also responsible for ensuring the resourcing of the Divisional specialist operational resources such as SORT and AIT/MTA, acting as the on duty commander. This role will also work closely with the Divisional Senior and Resilience Managers for business continuity to ensure that there are adequate exercise opportunities for testing of major incident plan and specialist response.

Main responsibilities:

Leadership

1. To be the visible duty leader and provide expert (operational and tactical commander level) knowledge to Division on a duty basis.
2. In line with the Trust Command and Control policy, operate as senior member of the organisation at scene, or in remote tactical command, in charge of all their resources within an agreed sphere of command.
3. To provide leadership, support and advice to operational staff to ensure optimal incident command support across the area and division.
4. Promote the vision, values and strategic aims of the Trust and Division.
5. To provide on-scene tactical command and staff supervision where the incident requires it to be implemented such as multi-casualty incident, multi-agency incident or one which involves and elevated risk to responders and patients.
6. Where required, provide leadership and coordination of critical clinical incidents (i.e. cardiac arrests acting as a Cardiac Arrest Leader), providing any initial post incident de-brief to staff.
7. To ensure all services provided within the team are patient-focused, of high quality and optimise human, financial and other resources effectively and efficiently.
8. To ensure clear, concise and effective communication processes are in place.
9. To ensure there is a supportive, fair and open culture that encourages and leads the team to meet required performance and clinical standards.
10. Demonstrate commitment to continuously improving own skills, behaviours and experience, including those within command competencies, to deliver improved patient outcomes and optimal service delivery.
11. Ensure all actions and behaviours display respect for individuals, ensuring support for the Trust's commitment to equality and human rights in the provision of equality of opportunity in service delivery and employment practice.
12. This leadership skillset may be required across the broader EMAS area in the event of an incident.

Command

The principal focus for this post holder is the Duty Command elements. The core areas are:

1. Assurance that any initial assessment of an incident brought to your attention has been assessed and has identified if any escalation including command and control is required or not.
2. Overall command of pre-planned and/or single service incidents where Tactical command is required. This may be taking over from the initial scene management undertaken by those first to take command both on scene and remotely if the incident requires it.
3. Where suitably trained, the Duty Commander could undertake the specialist Tactical Command role(s), alongside other Commanders within a specific, large scale and/or complex command structure.
4. Also referred to as functional roles in the larger, more complex incidents such as a major incident. The Tactical trained commander would undertake such Operational Command role(s) as requested by the relevant, assigned EMAS Tactical Commander for the incident.
5. If called upon represent the Trust at a Tactical Coordinating Group (TCG), or Strategic Coordination Group (SCG) as a Liaison Officer on behalf of the designated Trust Tactical and/or Strategic Commander.

Strategy and Policy

1. Ensures the National Ambulance Command and Control guidance and EMAS Command and Control policy is followed across the Division and in used response to appropriate incidents.
2. Contribute to the development of longer term Divisional plans, local strategy and decision making, especially in relation to the effective and efficient use of resource and command capability.
3. Delivery of Divisional and locality objectives and supporting delivery of the Trust annual plan and national targets / contractual standards.
4. Works at team level to formulate plans to improve local services and involved in local / organisational transformational change.
5. Accountable for the implementation and delivery of policies and practice that support improvements in efficiency and effectiveness.
6. Makes recommendations for improvements in working practices to enable sustained delivery of performance targets and effective use of resource.
7. Ensures team members are aware and understand Trust's strategic and operational objectives and decisions and establish processes for allowing staff to influence to / be involved in these.

Governance

1. Ensure own competence is maintained in line with the National Occupation Standards and Trust Command & Control Policy to ensure the 'Authority to Act' is maintained.
2. Accountable for the Health and Safety of team members within area of responsibility and at incident scenes where deployed.
3. Work closely with the Divisional team to ensure appropriate governance arrangements are in place and adhered.
4. Work with the Divisional team to ensure clinical guidance and standards are fully implemented and adhered to.
5. Ensure completion and compliance of own appraisal, clinical supervision and essential education.

6. Act within the requirements of all Information Governance legislation and guidance the Data Protection Act and Caldicott principles.
7. To ensure the adoption and practice of all risk and safety policies and procedures including adherence to safe working practices; when appropriate conduct and review of risk assessments, untoward incident reporting, subsequent investigation and resulting actions.
8. Where appropriate, investigate any relevant untoward incident (IR1s) and patient or staff complaints, escalating matters in line with the relevant reporting procedure (including feedback and handover to SM / DSCL teams).
9. Ensure that all contemporaneous logs are kept in accordance with logging principles, including best practice is maintained within their respective teams.

Financial Management

1. Support the delivery of relevant Cost Improvement Programmes (CIPs).
2. Ensure that all expenditure represent value for money and can withstand public scrutiny.
3. Authorised signatory for pay and non-pay items within own area of responsibility.

Performance and Resource Management

1. Responsible on a duty basis for the achievement of performance against agreed trajectories with Division.
2. To take any corrective action to maintain agreed standards and targets.
3. Provision of scene management in line with JESIP, Trust and national command guidance and policy at serious/critical incidents, liaison with other emergency services and outside agencies in order to ensure safe and effective incident management.
4. Assume the Tactical Command role at major and other incidents in line with the National Occupational Standards.
5. Works as an operational response resource in accordance with Trust protocols and policies specifically in relation to Cat 1, high acuity calls, Paediatric emergencies, cardiac arrests and serious multi-vehicle/multi-trauma incidents.
6. Ensures the effective utilisation of all resource assets (people, fleet, equipment etc.) within Division, liaising as required with the Divisional Senior Manager, Duty Commander teams and Trust services to maximise capacity.
7. Responsible for the continual review and management of available resources, including through audit requirements.
8. Provision of suggestions for improving the innovative and effective use of said resources.
9. Provides detailed daily duty planning assumptions based on the accurate interpretation of activity and performance data.

People and Workforce Profile

1. To provide leadership and supervision of on duty staff whilst managing incidents.
2. Responsibility for the provision of support to front line operational staff following traumatic or aggressive and violent incidents, liaising with respective line management structures (e.g. Station Managers).
3. Implement and monitor the effectiveness of staff communication systems, particularly in the out of hours period.

4. Support the effective reporting and management of sickness in line with Trust policy and Human Resource guidance.
5. To provide input into any relevant grievance or disciplinary case in line with the Trusts Disciplinary Procedure and Trusts Grievance Policy.
6. Responds to organisational changes/challenges proactively and positively keeping staff and others up to date with current situation.
7. Ensure effective staff communication is in place to keep team members informed of changes in working practices, SOPs, Infection Control and HR policies.

Clinical Quality

1. Provide on scene clinical supervision and support to staff and lead / coordinate the care for critical patients, within scope of clinical practice.
2. In conjunction with other leadership roles (e.g. Divisional Senior Clinical Leader / Station Manager), contribute to the protection of individuals from harm and abuse being responsible for the management of operational issues regarding safeguarding.
3. Lead on relationships and communication with local hospital, CCGs and the wider health system to reduce ambulance delays and resolve 'on day' issues through direct action.
4. Ensure the core standards as set by the Care Quality Commission (CQC) are adhered to in all settings.

Communication and Stakeholder Involvement

1. To be a highly effective leader that both engages and involves internal and external stakeholder groups in a consistent and equitable manner, supporting the delivery of high quality services.
2. Works in partnership with key internal and external stakeholders to ensure the organisation is informed of any developments and changes that are likely to impact in service delivery and patient expectations.
3. Ensures that effective two-way communication is established and maintained through their area, the Division and Trust overall.
4. Use negotiating and influencing skills to communicate information that can be contentious and to which there may be significant barriers to acceptance for example during disciplinary, grievances, communicating with staff regarding transformational change.

Freedom to Act

1. Works autonomously under own initiative within agreed objectives set by the Divisional Senior Manager (Planning).
2. Acts on own initiative, making decisions on behalf of the Trust when meeting external stakeholders with referral to Divisional Senior Manager (Planning) when appropriate.

Risk, Health & Safety

1. Promotes the health, safety and welfare of staff and makes recommendations on areas of improvement required.
2. Ensure risk assessments are conducted and appropriate remedial action is

- implemented, supporting overarching risk management and monitoring.
3. Adopt the JESIP approach to risk management, including frequently conducting dynamic risk assessments at incidents, putting in place agreed plans, control measures and mitigations.

Analytical and Judgement Skills

1. Responsible for effective decision-making, both clinical and operational, against constantly changing circumstances involving a range of options.
2. Reprioritising workload as appropriate to ensure service delivery against local and national response targets.
3. Required to undertake analysis and make judgements on the resources, capability and deployment of resources within specific area on an ongoing basis, making complex decisions in respect to allocation of the resources available.

Physical, Mental and Emotional Demands of the Job

1. Exposed frequently to distressing incidents and events e.g. large Road Traffic Collisions.
2. Mental requirements of the post holder include the ability to be able to concentrate for prolonged periods of time. With the ability to digest, analyse, distil and communicate large amounts of complex and sometimes sensitive information.
3. The post holder will operate as part of a 24/7 rota across the geographical outline of the Division and Trust.
4. Regularly undertake emergency response driving in line with Trust and National standards.
5. May be required to support other Ambulance Trusts as part of the National Mutual aid plan.

The duties and responsibilities of the post will be undertaken in accordance with the policies, procedures and practices of the Trust, which may be amended from time to time.

Patient Safety is a key priority for the Trust. It is your responsibility to ensure that you are fully compliant with EMAS policies and procedures in respect of patient safety, for example Risk Management, Infection Prevention and Control, Safeguarding children and vulnerable adults.

This job description is not intended to be an exhaustive list of duties and responsibilities, but to give an indication of the main areas of activity and involvement.

Communications and Working Relationships:

Internal

- Divisional Leadership Team including members of Divisional SLTs
- Heads of Operations
- Divisional Senior Managers
- Station Managers and Divisional Senior Clinical Leaders
- Divisional Command Teams
- Regional Operations Manager
- Resilience Teams

- Trade Unions
- Human Resources Team
- Enabling Services
- Operational staff

External

- External stakeholders including NHS and Local Authority partner organisations, including key system delivery and governance groups
- Category 1 and Category 2 Responders, including other emergency services
- Patients, advocates and patient groups
- Media representatives

Job Description Agreement:

Job Holder's Signature:

Date:

Line Manager's Signature:

Date:

Job Title:

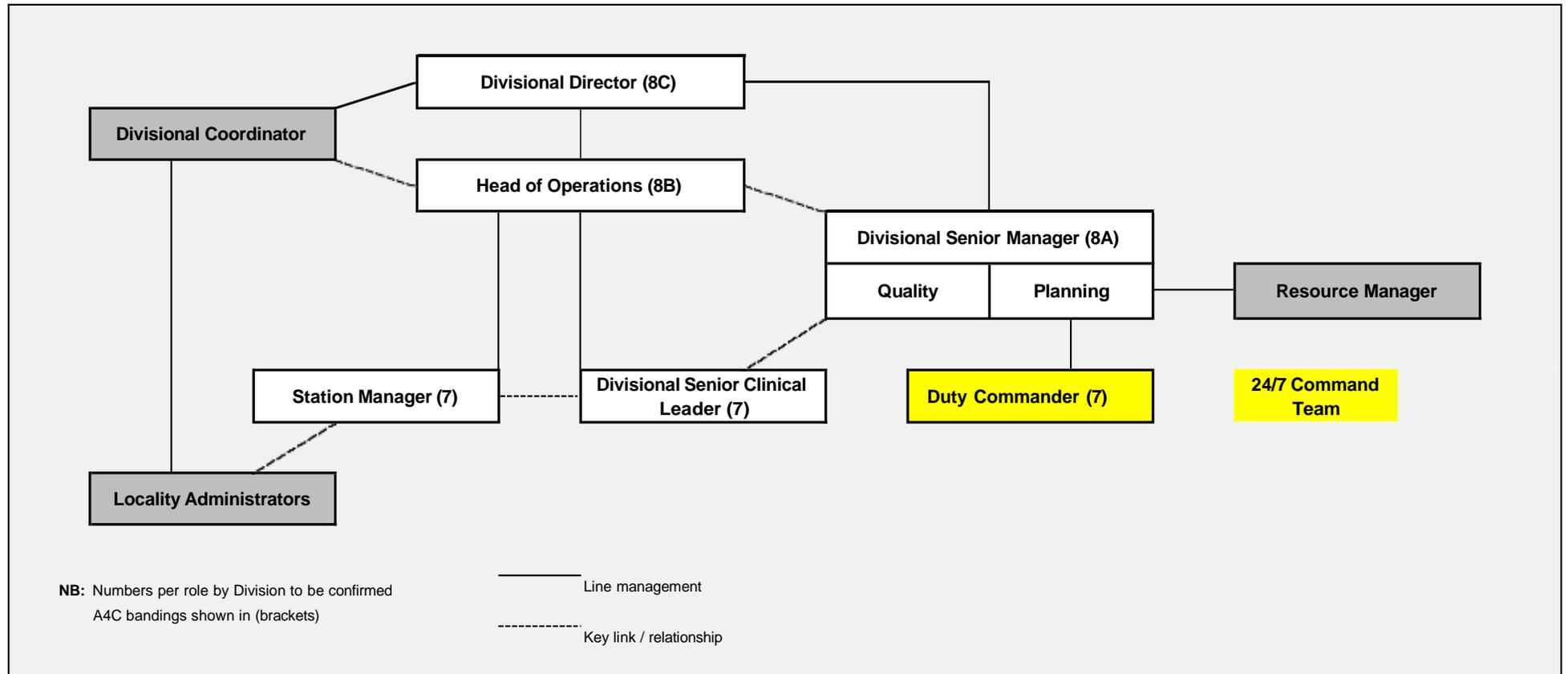
Person Specification

	Essential	Desirable
<p>Qualifications</p> <p>Professional Development</p>	<p>Operational or Tactical Command qualification, or will complete Tactical level within 12 months of commencement in role</p> <p>On-going CPD around National Occupational Standards Major Incident Management</p> <p>Appropriate level registered clinical qualification, e.g. Paramedic, ECP and ability to act as a first responder</p> <p>Evidence of ongoing CPD</p> <p>Management diploma or equivalent demonstrable experience</p> <p>Evidence of experience in wider complex system management</p> <p>A comprehensive understanding of ambulance National and Local targets</p> <p>Advanced Resuscitation Masterclass - Cardiac Arrest Leader training or will complete within 12 months of commencement in role</p> <p>Full driving licence including the provision of emergency driving</p>	<p>Organisational Development or Innovation qualifications and/or experience</p> <p>Coaching/mentorship qualification</p> <p>TRiM Practitioner</p> <p>AIT / MTA / SORT training</p>
<p>Experience</p>	<p>Minimum of 2 years supervising/managing a team</p> <p>Dealing with emotional and distressing situations</p> <p>Demonstrable professional conduct, openness and inclusion</p> <p>Encouraging innovative thinking in self and others</p> <p>Working under pressure, demonstrating resilience, confidence and self-belief in these situations</p> <p>Meeting challenging deadlines and managing conflicting priorities</p> <p>Working on own initiative to deliver Trust and national policies and guidelines</p> <p>Adapting leadership style and communication style to suit the situation and person(s)</p>	<p>Previous operational command experience</p> <p>Experience in middle to senior managerial roles</p>

	<p>Demonstrate and/or articulate a commitment to the values and principles of a public service - health and social care in particular</p> <p>Writing accurate, concise records and reports</p> <p>Problem solving on own initiative</p> <p>Effective working without supervision</p> <p>Effectively managing change</p>	
Knowledge and Skills	<p>Ability to interpret data, contribute to strategy, policy and procedures, attend meetings and performance action plan</p> <p>Ability to think creatively and display an innovative approach to identifying and implementing solutions to further enhance the delivery of operational services</p> <p>Ability to translate organisational goals into effective and achievable operational plans and capable of monitoring their progress and outcomes</p> <p>Negotiate and influence at a senior/strategic level</p> <p>Ability to plan and organise a range of complex activities, which require the formulation and adjustment of plans or strategies</p> <p>Well-developed resource planning skills to prioritise workflow across a number of areas to maximise the use of resources in a dynamically changing environment</p> <p>Ability to lead, motivate and inspire others</p> <p>Highly developed communication skills, both verbal and written</p> <p>Ability to assess risks, anticipate difficulties and successfully address them</p> <p>Proficient in MS Office based programmes</p> <p>Demonstrates resilience, confidence and self-belief</p> <p>Demonstrates self-awareness which includes awareness of impact on others</p> <p>Committed to promoting diversity and awareness of equal opportunities</p>	<p>Has strong analytic and critical reasoning skills in order to identify and initiate resource and quality of service improvements across a number of sites which are key to the success of delivery</p> <p>Skills in resource management</p>

	<p>Understanding of Ambulance Service Policies, Procedures and Strategy and of broader NHS/Ambulance issues, inc. knowledge of major incident procedures</p> <p>Able to be flexible – work a range of hours across a 24/7 period</p> <p>Able to work effectively within a team</p>	
<p>Personal Attributes</p>	<p>Desire to ‘own the problem’ and deliver a workable duty solution</p> <p>Ability to delegate tasks and functions appropriately, supporting delivery of a duty plan</p> <p>Strong inclusive leadership style with a desire to motivate people</p> <p>Demonstrates emotional intelligence</p> <p>Demonstrates integrity through values and principles</p> <p>Committed to diversity, difference and equality</p> <p>Demonstrates flexibility</p>	

Appendix 1 – Divisional Structure



Appendix 2 – EMAS Command Structure

