



# Job Description

<b>New job</b>	X
<b>Significantly amended job</b>	
<b>Minor amendments from previous</b>	

<b>Job title</b>	Operations Officer	
<b>Reports to</b>	Deputy County Commander	
<b>Pay band</b>	7	
<b>Directorate</b>	Operations	
<b>Banding status (please tick one)</b>	<b>Indicative</b>	<b>A4C confirmed</b>
		X – October 2017

## Job summary (overview of role/remit)

The Operations Officer role is a highly visible and accountable position within the Trust. The Operations Officer role is instrumental in helping to support the senior managers ensure the smooth day to day running of the Operations Directorate.

The Operations Officer role will provide clinical and managerial leadership and line management to an operational staff group ensuring high quality patient care is delivered in line with the strategic objectives of the Trust. The Operations Officer role has important operational commander responsibilities including on scene incident management and post incident hot debrief.

The Operations Officer has a key role in making sure that the County delivers performance in line with expectations. As part of this the Operations Officer role ensures that staff abstractions are reduced to an absolute minimum, that operational resourcing in line with the plan is prioritised and that central reporting systems are accurate. As an operational Paramedic, the Operations Officer is responsible for the care, treatment and movement of patients in accordance with the Paramedic job description.



## **Main duties and responsibilities** (bullet points providing detail of responsibilities)

### **Leadership**

- Development of staff including support of Lead Paramedics and identification of opportunities for staff for clinical development within locality.
- Completion of staff appraisals for all staff within area of responsibility.
- Facilitation of staff engagement ensuring good communication with staff, including managing employee relations issues at an informal level as well as undertaking formal investigations in accordance with Trust policies and with support of the OLM and HR Business Partners.
- Provision of advice and support to staff group, facilitating the sharing of best practice and review of incidents where learning has taken place.
- Completion of complex return to work meetings and any subsequent review meetings in line with Trust policy as well as preparation of formal cases relating to sickness absence.
- Review sickness trends across the area of responsibility and make recommendations to the OLM in line with Trust policy.
- Supporting clinical and training departments with dissemination of PGDs as well as training staff and ensuring competence in the use of new equipment and techniques.
- Assist with the induction of new staff ensuring that they are aware of all necessary procedures, policies and information necessary to carry out their roles effectively, efficiently and safely.
- Effectively plan, manage and utilise dedicated off road time.
- In conjunction with local education and training colleagues assist in the identification of training needs through the monitoring of performance, analysis of accident and patient report forms and complaints audit.
- Identify and develop quality measures in consultation with the OLM to ensure the highest standards of service delivery and patient care are achieved.



- Demonstrate an understanding of and commitment to principles of equal opportunities.
- Promote measures which enhance equality of opportunity in the provision of services within the Trust and in dealings with other individuals and organisations.
- Treat everyone with whom you come into contact with dignity and respect.
- Promote equality and diversity and a non-discriminatory culture and identify and take action when other people's behavior undermines this.
- Effective communication and liaison with Locality Co-Ordinator to ensure KPI's are completed and managed within pre-determined timescales.
- Effective communication and liaison with other Trust departments, directorates and external stakeholders.

### **Operational Management**

- Supporting interviews for recruitment of clinical and operational staff.
- Assisting the OLM with attendance at both internal and external meetings including Safety Advisory Group meetings and Trauma/Hospital meetings.
- Responsibility for completion of stations audits, drug audits and infection control reviews.
- Undertaking investigations relating to Datix submissions and adverse incidents in liaison with the Divisional Quality Leads.
- Supporting Quality Leads with Serious Incident investigations.
- Liaison with the Clinical Hub relating to operational issues.
- Responsible for completion of driving licence checks for staff.
- Support with media issues in conjunction with Silver and Gold Commanders.
- Provision of the Bronze Commander role as well as acting into the role of OLM/ Silver Commander when necessary.
- Form part of an operational ambulance crew, carrying out the duties of the Paramedic job description.



- Responsibility for staff welfare and the provision of TRiM for staff within locality.
- Conducting post incident hot debrief.
- Management of hospital handover delays.
- On-scene incident management.
- Ambulance Officer / Bronze representation at large public events as per HSE Purple and Green Guide.
- Support of ROC with short term cover/ staffing issues.
- Management of live missed call reviews.
- Role of Ambulance Commander at pre planned exercises.
- Work with Acute Trusts and operational crews to reduce downtime during inter-hospital transfers.
- Management of controlled drugs with SOP M03.
- Ensure medicines are managed in line with the Trust's Medicines Management Policy.
- Maintenance of systems to ensure the appropriate number and types of stock are available for use, recording issues and requisitions.
- Attend RTCs involving Trust vehicles, supporting staff, patients, liaison with Police and Trust departments ensuring accurate completion of documentation.
- Provide 4x4 support.
- Real time performance management.
- Attend pre planned daily bronze conference calls.
- Arrange checks on the security, availability and serviceability of operational equipment on vehicles and at stations, advising the OLM on required remedial action.



## Standard Role Requirements

### Health and Safety

To take reasonable care for own health and safety and that of others who may be affected by the postholder's actions at work.

### No smoking policy

The buildings, grounds and car parks owned or managed by the Trust are smoke-free zones and smoking is not permitted whilst on NHS/Trust premises; attending external meetings on behalf of the Trust; wearing NHS/Trust-identifiable clothing or other markings, or whilst in NHS/Trust vehicles.

### Risk

To develop and implement robust systems for risk management across the areas of responsibility of the post. To be responsible and accountable for risk in these areas.

To be personally responsible for not undertaking any task or action which would knowingly cause risk to self, others, or to the Trust.

As far as is reasonably practicable, to prevent other people from undertaking tasks or actions which would knowingly cause risks to themselves, others, or to the Trust.

To identify and report actual or potential hazards/risks in the work environment in accordance with Trust policies.

To participate in briefing/training sessions and carry out any agreed control measures and duties as instructed.

Take immediate action to minimise risks where it is reasonably practicable to do so.

### Records management, confidentiality and security of information

To adhere to Trust policies and procedures as directed in training and guidelines and as advised by relevant colleagues (including designated Local Records Manager) in relation to creating records and handling information. Undertake action as required to implement and comply with these policies and procedures. To report any non-compliance.

To maintain confidentiality in relation to personal data held for colleagues and patients, ensuring it is processed lawfully; for no purpose other than for which it was obtained; is relevant to that purpose; is retained for no longer than is necessary; is processed in accordance with the rights of the subject to access and accuracy; and is protected from accidental loss or damage in accordance with the requirements of the Data Protection Act



1998, and records management guidance.

To maintain confidentiality of patient-identifiable personal data using a non-identifiable alternative, where practicable, and limiting access on a strictly need to know basis in accordance with the responsibilities of the Trust's Caldicott Guardian.

## **Infection control**

Responsible for ensuring the effective implementation and monitoring of infection prevention and control in all areas within his/her area of responsibility to ensure continued compliance of the Trust with the Health Act 2006, Health and Social Care Act 2008 and any future Acts of Parliament regarding infection prevention and control. Adhere to the Infection Prevention and Control policy at all times, providing clear leadership and promotion of responsible attitudes towards infection prevention and control

Responsible for infection prevention and control within his/her area of responsibility, ensuring the effective implementation and monitoring of infection prevention and control under his/her control. Ensure infection prevention and control audits are undertaken in their area of responsibility, as requested by the Director with responsibility for infection prevention and control.

To ensure that relevant staff, contractors and other persons, whose normal duties are directly or indirectly concerned with patient care, receive suitable and sufficient training, information and supervision on the measures required to prevent and control risks of infection, so far as reasonably practicable.

Alcohol handrub must be carried at all times whilst in uniform; good hand hygiene must be maintained.

Responsible for including infection prevention and control within the managerial job descriptions and appraisals of all managers under his/her control.

## **Patient and public involvement**

To be aware of responsibilities under sections 7 and 11 of the Health and Social Care Act 2001 to involve patients and the public in the ongoing planning, development and delivery of health services, and to involve patients in their own care, as far as is reasonably practicable.



# Person Specification

	Essential	Desirable
<b>Education and qualifications</b>	<p>HCPC registered paramedic</p> <p>Full driving licence held for at least 1 year with no more than 3 points for certain offences and possession of C1 or equivalent.</p> <p>Current advanced driving qualification.</p> <p>Educated to degree level or equivalent with additional specialist knowledge relevant to the role.</p> <p>TRiM trained or working towards.</p>	<p>ALS, PHTLS, PHEC or other advanced clinical courses.</p>
<b>Previous experience (Paid/ Unpaid relevant to job)</b>	<p>Experience in dealing with a diverse range of people in a customer/ patient environment.</p> <p>Current continuing professional development portfolio.</p>	<p>No more than one avoidable vehicle accident within the last 12 months.</p> <p>Healthcare experience within NHS, nursing or voluntary organisation.</p>
<b>Skills, knowledge, ability</b>	<p>Ability to communicate effectively verbally and in writing.</p> <p>Good interpersonal skills.</p> <p>Ability to develop and adapt to change.</p> <p>Problem solving ability.</p>	



	<p>Planning and decision-making skills.</p> <p>Ability to work under pressure with minimum supervision.</p> <p>Able to maintain confidentiality of information.</p> <p>Good IT skills.</p> <p>Able to complete clinical and other records to a high standard.</p> <p>Understanding of the goals and objectives within the NHS structure.</p>	
<b>Aptitude and personal characteristics</b>	<p>Ability to develop effective working relationships with colleagues and the public.</p> <p>Able to use initiative/ self-motivated.</p> <p>Flexibility in relation to shifts and job demands.</p> <p>Confident in taking a lead role.</p> <p>Reliable and good attitude to attendance and punctuality.</p> <p>Demonstrate a commitment and recognition to the core values and beliefs of an employee of the NHS</p> <p>Able to deliver on the NHS constitutional patient pledges and rights</p>	





	<p>Committed to high quality patient care and patient experience</p> <p>Respectful to and able to promote equality in opportunity, employment and service delivery</p> <p>Committed to continuous professional development and personal growth</p> <p>Able to ensure care of own health and wellbeing to promote improvements to physical and emotional wellbeing</p> <p>Able to work within the trust's attendance targets          Ability to perform the requirements of the post to an acceptable standard</p> <p>Demonstrates a positive and flexible approach in line with the changing nature of the trust service delivery model</p> <p>Committed to the values based principles of high quality patient care to include;          compassion; care;          competence; communication;          courage and commitment in all aspects of service delivery</p>	
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