

Scottish Ambulance Service

Job Description

1. **JOB IDENTIFICATION**

Job Title: Team Leader

Department(s): Operations

Job Holder Reference:

No of Job Holders: Multiple

2. JOB PURPOSE

In addition to the role and responsibility of a Health and Care Professions Council (HCPC) Paramedic the Team Leader is the first line manager and clinical lead to their team of front line staff. The Team Leader will work with colleagues to provide 24/7 communication and visible leadership, in order to support staff to deliver a quality service to patients through a culture of learning, and complete clinical leadership.

To monitor and manage resources in accordance with Scottish Ambulance Service (SAS) and Regional objectives, to ensure that service provision is of the highest standard.

3. DIMENSIONS

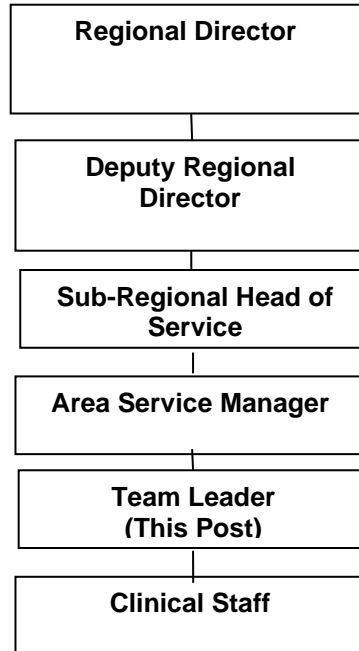
The post holder is responsible for the following:

- Provide management support to staff and be responsible for vehicle and equipment at ambulance stations/locations within a sub-regional area. Team Leader to staff ratio dependent on local requirement these staff may include trainees, support workers and paramedics.
- Ensure prudent financial management in accordance with standing financial instructions and Financial Governance e.g. checking staff overtime claims.

4. ORGANISATIONAL POSITION

Organisation Chart attached

- a) Reports directly to Area Service Manager (ASM)
- 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 Region and demonstrate a commitment to the organisational direction and culture.
- To provide visible leadership and management to all Operational Frontline staff and as required maintaining cover at any site across the sub-region as the need arises.
- Ensure all services provided within the team are patient-focused, of high quality and optimise human, financial and other resources.
- 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 all 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.
- Deal with local issues that arise or highlight to the ASM if required.

Strategy and Policy

- Works to achieve agreed Regional and locality objectives supporting delivery of the local delivery plan and national targets and standards. Ensures team members understand the Service's 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 action taken to remove/avoid/minimise any adverse affect on patients/carers/the public/staff. Attend where appropriate Health and Safety meetings.
- Ensure 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 including Health & Safety, Clinical, Infection Prevention and Control, HR.

- Contribute to the local elements of the Regional risk register, identifying and proposing new or revised risks.
- 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, 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.
- Access and utilise C3, data warehouse and online work areas in compliance with organisational policies.
- Supports, undertakes and helps to facilitate investigations, complaints, audits and reviews in line with the 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.

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.
- Undertake 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.
- Liaise with Health and Social Care partners to ensure delivery of high quality patient care.
- Undertake quality audits of all relevant clinical information including patient report forms (e-PRFs) in association with the regional clinical leads, providing feedback to team members.

Performance Delivery

- Responsible for the achievement of team performance targets, patient quality standards and the Service's Key Performance Indicators within their area of responsibility.
- Support the management of operational issues affecting Emergency 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 training and exercise programmes as determined by the SAS.

- Maintain and build effective working relationships with other health professionals, emergency services and other agencies to collaborate and resolve problems as they arise.
- Respond to emergency, urgent and routine calls in accordance with skill level and operational demand and resource deployment.
- Ensure ongoing continuous development, essential training and professional clinical registration where required is maintained.
- Liaise with external stakeholders to meet organisational developments and demands as required.

Resource Management

- Work with a range of support services to ensure adequate resources to meet demands as required to maintain effective operational service delivery e.g. skill mix, vehicles and equipment.
- Responsible for ensuring the economic and efficient use of all medical supplies on stations, including medicines, that fall within their team area, ensuring stock levels are maintained.
- Aware of budgetary constraints and works within these to ensure effective use of resources.

Financial Management

- Check accuracy of staff overtime/expenses claim forms before further processing.
- Be responsible for ensuring invoices/delivery of orders are correct and processed in line with the Services financial procedures.

Human Resources

Line management and supervision of operational staff including the following:

- Robustly carry out a full range of management responsibilities in line with the Services Attendance Management Policy and procedures.
- 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 Conduct and Grievance policies. Achieve early resolution to matters at local level i.e. addressing areas of concern where possible through training, capability procedures or mediation etc.
- Lead, participate in and co-operate with staff concerns, complaints and investigations as required.

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 the 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 procedures, policies and information necessary to carry out their role effectively, efficiently and safely.
- Work with the Regional Management Team to ensure that the Region provides opportunities for talent to be developed. Promote and encourage a continuous learning environment, promoting a culture of lifelong learning.
- Undertake observational shifts and assessments to support completion of SVQ portfolios completing relevant assessor training to fulfil this requirement.
- Assist in the placement of external students and observers with mentors and qualified staff.
- Maintain own CPD and contribute to own personal development by participating in annual appraisals with line manager, developing PDP and actively participate in agreed learning activities and evaluate effectiveness of learning in relation to role.

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.
- Complete incident reporting and investigations in compliance with service policies and procedures ensuring timescales are adhered to

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, assisting in infection control audits and recording and monitoring using appropriate systems to ensure compliance for both vehicle and estates.
- 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.
- Drive Service vehicles in accordance with the approved methods and techniques of driving.
- 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.
- Management, auditing, security and re-supply of controlled drugs in line with SAS policies.
- 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.

7. SYSTEMS

Completion of:

- Use of Office suite and other business systems including databases, financial, HR and rostering systems.
- 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. Maintain a high standard of record keeping in accordance with the framework for information governance and clinical governance guidance.
- KSF compliance – ensuring PDR/PDPs completed.
- Command decisions and communications logs.
- Authorising forms in relation to hours worked, absence etc, for operational staff.

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 Joint Royal Colleges Ambulance Liaison Committee (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 Prescription Only Medicine (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 ASM. May take action within their sub-region within clearly defined limitations without recourse to the ASM.
- 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.

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 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

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
- 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 health and disabilities.
- Ensure the health & wellbeing 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.
- Dealing with complaints/concerns from external stakeholders and members of the public.
- 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.

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 and 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.

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 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.

13. JOB DESCRIPTION AGREEMENT

Job Holder's Signature:

Head of Department Signature:

Date:

Date: