### 1. JOB IDENTIFICATION

<table>
<thead>
<tr>
<th>JOB TITLE</th>
<th>Specialist Services Coordinator</th>
</tr>
</thead>
<tbody>
<tr>
<td>JOB DESCRIPTION REFERENCE</td>
<td></td>
</tr>
<tr>
<td>DEPARTMENT</td>
<td>West ACC, ScotSTAR, Air Ambulance</td>
</tr>
<tr>
<td>NO OF JOB HOLDERS</td>
<td>18</td>
</tr>
<tr>
<td>DATE JOB DESCRIPTION AGREED</td>
<td></td>
</tr>
</tbody>
</table>

**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*
2. JOB PURPOSE

The Specialist Services Coordinators will be the single point of contact for clinicians and multidisciplinary teams across NHS Scotland accessing specialist pre-hospital, transport and retrieval services.

The Specialist Services Coordinator will facilitate discussions between clinicians allowing for robust decision making around the tasking and coordination of Scottish Ambulance Service (SAS) Specialist assets including; air ambulance, ScotSTAR retrieval, pre-hospital Trauma Teams and others. The post holder will work closely with other Ambulance Control Centre (ACC) staff, SAS operational clinicians, Specialist Services staff and other healthcare agencies.

The Specialist Services Coordinator will be responsible for arranging logistics for the total patient journey, the transport teams, including air and road resources, identifying bed / cot capacity at receiving unit, and return to base of both teams and equipment.

The post holders will work as part of a multidisciplinary team on the Specialist Services Desk in partnership with Trauma Desk and other Specialist Services clinicians.

The post-holder will also be expected to maintain contact and staff information databases, record and compile data on Specialist Services Coordination activities, and take part in reviews and audit as required.

3. DIMENSIONS

The Air Ambulance division completes around 3500 missions and ScotSTAR teams undertake around 2500 specialist transport and retrieval missions per year, moving some of the most critically ill patients within and on occasions out with NHS Scotland. These journeys are undertaken by a combination of road, fixed wing aircraft and rotary wing aircraft, including Coastguard Search and Rescue when required.

In order to successfully deliver this service, there is a requirement to coordinate the resources of the clinical teams as well as the transport resources of the Scottish Ambulance Service.

The Specialist Services Coordinator will have oversight of the clinical teams and through close working with colleagues in ACC, understand the real time position regarding air and road transport resources.

The Specialist Services Desk will coordinate both scheduled and unscheduled work for ScotSTAR and Air Ambulance, support tasking, transfer and coordination of Major Trauma activity as part of the developing Scottish Trauma Network and play an as yet undecided role in Mass casualty/Major Incidents for the Scottish Ambulance Service. Although the activity for all these special operations is limited compared to the wider Ambulance Service, there is a need to ensure that these expensive and specialist resources are managed effectively and efficiently.
4. ORGANISATIONAL POSITION (organisational charts can be included as an appendix if preferred)

For line management purposes the Specialist Services Coordinators will report within existing ACC management structures and directly to the Specialist Services Desk Supervisor.

5. MAIN TASKS, DUTIES AND RESPONSIBILITIES

- Required to organise the diary for scheduled neonatal transfers (approx. 1000 per annum), ensuring that routine work is incorporated with sufficient time to return to base before the next mission.
- Facilitate negotiation between stakeholders through the use of the call conferencing system.
- Feed information into negotiations regarding available logistical options and alternatives when necessary.
- Collaboratively agree a deliverable timescale for the transfer mission, factoring in other retrievals requested and availability of transport assets and teams.
- Recommend which transport platform(s) is / are most appropriate for an individual transfer.
- Be in regular communication with colleagues in ACC to ensure a real time picture of resources available and manage simultaneous calls and conflicting priorities.
- Frequent communication with the clinical teams regarding missions. In the case of emergency missions, this will include the delivery of information on available logistics in a concise manner.
- Be in regular contact with receiving hospitals and access wardwatcher/badgernet databases to determine bed / cot availability and identify a receiving unit.
- Real time liaison with referring and receiving centres and clinicians to update ETAs of duty teams.
- Co-ordinate an air or land based repatriation package for ScotSTAR staff and equipment for every retrieval.
- Maintain a robust and comprehensive Specialist Services Coordination database.
- Pass or escalate calls which are not suitable for Specialist Services to the relevant agency.
- Maintain database of information on ScotSTAR staff that travel in aircraft, e.g. passport numbers, weights etc.
- Maintain contact information stored in Avaya conferencing software.
- Maintain information on specific requirements of neonatal transport team in relation to
specialist equipment e.g. requirement for a Pegasus trolley to fit the clip doc.
- Provide basic clinical advice when required, if required for the wider ACC workload, escalating to clinicians to prioritise as necessary.
- Submit and review Datix and Complaints relevant to the SSD.

Ensure business continuity for the SSD linking with the wider ACC contingency.

6 EQUIPMENT AND MACHINERY

- Personal computer / laptop / tablet
- Office equipment e.g. printer, fax, shredder
- Telephone (with and without headset)
- Radio
- Understanding of the equipment and implications of this equipment required by the retrieval teams for safe transfers, including high cost resources such as air assets, MOD aircraft, neonatal and paediatric specialist equipment such as CCT6 trolleys, incubators and clip docs.

Personal duty to ensure equipment used on the desk is in working condition and is being adequately maintained, escalating any issues if systems or equipment fails.

7. SYSTEMS

- Microsoft Office (Outlook, Excel, Word)
- Email
- Call conferencing
- Existing ACC software and systems e.g. C3
- Sharepoint or similar database for audit and monitoring

Apps related to individuals teams.

8. DECISIONS AND JUDGEMENTS

The post holders are expected to follow the SOPs written for the desk.

The post holders are expected to understand and follow the Specialist Services teams SOPs for operational service delivery.

The post holders will be expected to plan and organise each transfer and retrieval from start to finish.
The post holders will provide judgements on most appropriate logistical solutions, both to transport platforms and return journeys and manage conflicting priorities with support from the Specialist Services Desk Supervisors and ScotSTAR/Air Ambulance on call managers, when required.

The post holders will be expected to investigate alternative solutions when weather or other factors affect the retrieval of patients or the repatriation of staff back to base.

The post holder will be expected to know when it is appropriate to escalate issues to the SSD Supervisor, National Duty Manager, Specialist Services clinicians or on call ScotSTAR/Air Ambulance manager in consultation with SSD Supervisor.

The post holder will be expected to submit Datix related to the workings of the desk and provide evidence or information as required.

The post holder will be expected to work under demanding and stressful situations such as during Major Trauma/Mass Casualty/Major Incidents, difficult retrievals and make robust decisions within their roles and responsibility.

9. COMMUNICATIONS AND RELATIONSHIPS

The post holder will need to have a good understanding of the day to day operational work of the teams, including the logistics of transferring all patients safely and their related equipment.

The information will be sensitive and complex, regarding the details relating to critically ill patients and also the overall complexity of specialist retrievals in relation to both patient and logistical information. Some of the detail that the post holder will hear regarding patients may be upsetting and require a high degree of confidentiality and emotional effort.

The post holder will require a good level of communication/interpersonal skills to be capable of communicating effectively with clinicians exposed to significant environmental/clinical pressure.

The post holders will input into critical decision making with support of SSD Supervisors around available transport options and need to deal with simultaneous retrievals when this occurs, ensuring all teams are kept up to date.

10. PHYSICAL, MENTAL AND EMOTIONAL DEMANDS OF THE JOB

- Communicating and collaborating with a diverse and complex range of multidisciplinary teams and professionals both internally and externally, within stressful situations and environments.
- Communicating complex information to a wide number of individuals from different disciplines and health boards.
- Understanding the different complexities and operational practice of the teams involved.
- Ensuring that real time information is accurate.

Long periods of time in front of a VDU with long periods of concentration required.
11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Constant need to be aware of available transport and workforce resources.
- Good understanding of the different teams set up and how they function
- Frequent occasions when multiple requests for Specialist Services arrive at once. Need to work closely with colleagues in the SSD to ensure there is no break in service while simultaneous calls are underway.
- Need to quickly and proactively respond to practical challenges, with appropriate and effective solutions.
- Having to work to tight deadlines and to prioritise conflicting priorities between teams and the wider Service.
- Substantial concentration required for the purpose of delivering a solution in the live environment, while being able to deal with multiple interruptions in relation to the wider SSD workload.

Ability to build and maintain relationships with colleagues on the specialist services desk, wider ACCs and the Specialist Services clinical teams.

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

- Experience of Ambulance Control Centres, or other emergency service or health-based control centre or telephony environment.
- Basic understanding of function of ScotSTAR teams.
- Basic knowledge and understanding of Air Ambulance operations.
- Customer care experience.
- Evidence of undertaking additional skills training, willingness to develop further.
- 3 Standard Grades or equivalent – English, Maths, Biology.
- Evidence of undertaking additional skills training, willingness to develop further.
- Competent with use of computer software such as Word and Excel. IT Literate.

Demonstrated ability to:

- communicate effectively
- work within a multidisciplinary group
- deal with confidential / sensitive and distressing information
- make decisions under pressure
- multitask
- prioritise workload
- Use a variety of software packages
- Follow set protocols and procedures for planning and recording work
- Accurate typing skills
**Other requirements**
- Clear Disclosure Scotland check
- Ability to work shifts
- Good timekeeping

### 13. JOB DESCRIPTION AGREEMENT

<table>
<thead>
<tr>
<th>Job Holder’s Signature:</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Head of Department Signature:</td>
<td>Date</td>
</tr>
</tbody>
</table>