Scottish Ambulance Service

Job Description

1. JOB IDENTIFICATION

Job Title: Regional Control Manager, Ambulance Control Centre
Department(s): Ambulance Control Centre
Job Holder Reference: 
No of Job Holders: 3

2. JOB PURPOSE

To provide effective strategic and tactical management of a Ambulance Control Centre, including physical, human and infrastructure resources, for the purpose of delivering the most efficient, effective and patient focused emergency and non-emergency ambulance service. To ensure that the Control Centre contributes to the achievement of the Service’s corporate performance objectives, meets or exceeds patient, public and stakeholder expectations and provides the highest possible standards of out of hospital care. To provide services which fully meet corporate, public and stakeholder expectations and provide the highest possible standards of pre-hospital care.

The post holder is directly accountable for the management of all staff within the ACC who are responsible for providing direct patient care, including medical advice, response and referral.

3. DIMENSIONS

The three multi site virtual Scottish Ambulance Service Control Centres (and Fall-Back Centre) are a critical national infrastructure resource that provides the hub of clinical and operational decision making to ensure that patients receive the most appropriate response from the Service, including advice, mode of response and referral to other agencies.

The Regional Control Manager will have the knowledge to judge when to seek assistance and advice from multi-agency stakeholders and to anticipate when the Service would be able to offer assistance and support to other agencies including:

- NHS, NHS Boards, NHS 24, Hospitals and Specialist Units, General Practitioners and Out of Hours Services, other Ambulance Services including Ambulance SORT, Public Health,
- Emergency Services – Police including BTP, Police Special Operations, Fire, Coastguard, Mountain / Mines Rescue, Military etc;
- Local Authorities, including Emergency Planning and Social Services;
- Senior British Telecom and other Communications Services Managers;
- IT Suppliers, Providers, Help Desk;
- Facilities and Estates Managers.
4. ORGANISATIONAL POSITION

Deputy National Head of Ambulance Control

Regional Control Managers

5. MAIN TASKS, DUTIES AND RESPONSIBILITIES

To provide effective leadership for all ACC staff including clinicians and supervisors.

Undertake audit of performance management, monitoring, evaluation, analysis and reporting to ensure key performance indicators are being met and staff are effectively and appropriately managed in accordance with service policies and procedures.

Liaise closely with National Operations Manager and National Duty Managers to ensure a seamless service is delivered, which optimises resource utilisation and maximises performance.

Participates in policy discussion and seeks technical developments to meet corporate targets. Implements Policy as developed.

Maintain overall responsibility for the monitoring and audit of Quality Management Systems.

Work with National Emergency Planning & Communications manager to ensure effective systems of communication are initiated and maintained within own control room

To participate and lead where appropriate in National projects.

Responsible for ensuring complaints are dealt with in accordance with the Service’s Complaints Procedure.

Monitor, review and develop systems that support safe emergency call prioritisation.

Work with National Emergency Planning & Communications manager to ensure that Emergency Planning and Major Incident Contingency Plans are in place in accordance with established standards and ACC staff are competent in their application.

Discharge, supervise and participate in Corporate and Clinical Governance.

Work with National Systems and Information Manager to recommend developments, improvements and innovations in IT systems which contribute to the continuous improvement of the command and control of the Service’s emergency ambulance and air ambulance resources.

Work with National Workforce and Resourcing Manager to ensure the long term strategic plans are in place. This may involve inputting to business cases, which involve changing the procedures within the ACC, which in turn may affect the working practices across the Service for Operational Staff.

Be available to attend emergency incidents under blue light conditions.
As lead specialist show an ability to interpret broad based policy and initiate action within policies & procedures seeking advice as required.

Be responsible for the effective implementation and monitoring of Health and Safety and Risk. Take account of existing preventative and precautionary measures, and ensure adequate risk assessments are carried out in consideration of all groups of employees or any others likely to be effected. This will include identifying workers who might be at particular risk and addressing what actually happens in the work place.

Ensuring 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.

Accountable for budget control and implementation of all aspects of Financial Governance within the respective ACC.

Participation in Health Board re-design in relation to the deployment of ambulance resources and how that would impact on the ability to provide an accident & emergency service to the Health Board catchment area.

Ensure that security, business continuity and facilities management is managed appropriately, ensuring the suitability and serviceability of estate and security measure comply with standards for national infrastructure.

Ensure that appropriate personnel checks are undertaken for all employees and that the Control centre is protected as far as practicable from insider or visitor threat.

6 SYSTEMS AND EQUIPMENT

Following induction and training, knowledge of software packages for the following:

- monitoring of staff information
- staff rostering
- performance management system
- payroll management system
- recording of adverse events and near misses (DATIX)

And including but not limited to:

- Telephone Systems, including digital, analogue, mobile and satellite
- Airwave radio
- Voice Recording
- C3 Command and Control software, RPS/SPM/EIS
- ProQA software and MPDS card set, including evolutions and replacements
- Optima Predict, Optima Live
- Cleric and associated systems
- Engage Client
- Symposium – to monitor staff performance and availability
- Mobile Ambulance Control Unit (MACU) and Forward Command Vehicle (FCV) Systems
- Microsoft Office Systems (Word, Excel, PowerPoint, Outlook)
7. DECISIONS AND JUDGEMENTS

Objectives are set and agreed for the longer term with the Deputy Head of Control and on day, including emergency basis, with National Operations Manager. Work is also self-generated by the post holder, as necessary.

Work is reviewed via regular Team meetings, regular meetings with the Deputy Head of Control and annual performance development and review (appraisal) carried out by Deputy Head of Control.

Must be able to make effective decisions in response to a dynamic, critical, demand led environment.

Role holder will regularly be required to resolve staffing issues and conflicts, including those arising between operational and Control Centre personnel.

8. COMMUNICATIONS AND RELATIONSHIPS

Much of the above communication is of a complex nature, often involving very sensitive issues regarding members of staff and the public and the interface with external stakeholders. The post holder is required to lead a multi-skilled team promoting capability and compliance, quality and standards and including appraisal, attendance etc.

Post holder will be required to overcome barriers and resolve issues of conflicting priorities through the use of effective interpersonal skills.

Building, leading and developing a team working in a high-pressure environment.

Post holder will have responsibility for ensure the satisfactory handling and resolution of complaint investigations and production of resultant reports. This will often involve sensitive, personal and highly emotive issues with patients and their families.

The post holder would be required to intervene in decisions made by staff and supervisors and is required to direct and instruct appropriate to the circumstances as well as motivate, encourage, coach and mentor.

The types of information communicated would include highly sensitive and confidential personal, patient, clinical and staff information.

The ability to Communicate effectively with a wide range of staff, partners and stakeholders is a prerequisite, relationships include:

- Operational staff and managers, convenors, support services managers, visitors etc.
- NHS, NHS Boards, NHS 24, Hospitals and Specialist Units, General Practitioners and Out of Hours Services, other Ambulance Services including Ambulance SORT, Public Health, Health Protection; volunteers, including Voluntary Aid Societies
- Emergency Services – Police including BTP, Fire, Coastguard, Mountain / Mines Rescue, Military etc;
- Media
- Local Authorities, including Emergency Planning and Social Services;
- Senior British Telecom and other Communications Services Managers;
- IT Suppliers, Providers, Help Desk;
- Facilities and Estates Managers.
9. PHYSICAL, MENTAL AND EMOTIONAL DEMANDS OF THE JOB

Physical Skills – Advanced use of keyboard skills, data warehousing and retrieval, including emergency situations. Trained to drive MACU.

Physical Effort – Regular working patterns, on call requirement. Managing for extended periods during complex and protracted major incidents.

Mental Effort – Analytical skills, leadership and motivational skills and operational decision making requiring considerable intense concentration. Direct line management will be remote although operational senior support will be available.

Appropriately prioritise challenging situations on a frequent basis.

Emotional Effort – Providing support and direction to a large team of people, dealing with distressing circumstances, including fatalities and staff under emotional stress, including dealing with abusive or aggressive callers.

Dealing with disciplinary and grievance issues.

Attendance at Court to give evidence on decisions made, as required.

Advising staff of unwelcome news.

Assisting with police investigations and complaints.

- Accuracy in the production and analysis of statistical reports is essential therefore can be quite pressurised.

- Involved in investigations and inquiries.

- Participate in daily conference calls as required

The scope of the role also requires the ability to multi task and prioritise workload.

There may be a need to work extended hours, particularly at times of incident or business continuity challenge.

The role is operating in a dynamic, fast paced environment with constant change.

The role requires a high level of energy and constant self motivation.

The posts requires a high degree of maturity and flexibility in order to find solutions to serious arising issues.
10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB
A complex role presenting conflicting priorities, including developing and performance managing a team dealing with emergency and non-emergency demand, within a continually changing environment, balancing conflicting demands.

Being the most senior decision maker on site for day team on duty within the Control Centre, although support will be available remotely through the National Operations Manager and the Deputy Head of Control.

Maintaining an analytical overview of the utilisation of all physical assets, human resources, processes and systems.

Dealing with situations of a distressing and emotive atmosphere and supporting staff whilst under operational pressure.

Continually striving to achieve stringent corporate objectives with finite resources and unpredictable demand, using resources effectively to meet prevailing and anticipated national demand.

Ensuring the safety and welfare of patients and staff.

Providing an overview of priorities, performance, trends, areas of challenge and non-compliance to senior staff.

Communicating effectively and motivating a team, ensuring that the team remains efficient but focussed on meeting the needs of individual patients.

Dealing with staff, stakeholders and the media and meeting their needs.

Managing both staff and facilities, including all aspects of personnel and physical security.

Ensuring a suitable operating environment and infrastructure for staff and Control functions.

Ensuring the continuity of Service provision during interruptions to utilities or evacuation of premises.

Producing accurate, concise, considered reports and investigations within tight deadlines.

The Post holder may be required to represent the service at Fatal Accident Inquiries.
11. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

Significant demonstrable operational management experience in a similar environment.

Evidence of leadership qualities and people management skills.

Confident to advise non-specialists, senior managers and stakeholders on the impact of demand and other influences on operational performance and service delivery.

Management qualification preferable.

Significant breadth of knowledge and experience of the operation of the Service.

The post holder would be expected to have knowledge of the technical processes and systems operated within the Control Centres.

Good written communication skills, with ability to produce accurate, concise records, reports and investigations to deadlines.

Strong analytical, reasoning and influencing skills.

Excellent overall communication skills.

12. JOB DESCRIPTION AGREEMENT

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