



# Job Description

<b>Job Title</b>	Compliance Lead, Non-Emergency Patient Transport Services (NEPTS)
<b>Band</b>	Band 8a
<b>Department</b>	Non-Emergency Patient Transport Services
<b>Directorate</b>	Integration
<b>Responsible for</b>	Directly manages Team, responsible for day-to-day work assigned to the Department or Directorate
<b>Location</b>	The post holder may be required to work at any establishment at any time throughout the duration of their contract, normally within the location of EEAST, or as set out under the Terms of their contract

## Job Summary

The post holder will be delegated responsibility for day-to-day delivery and management of resources and staff required to improve and manage the compliance and ER/HR casework across all NEPTS contracts. This will align with the overall Integration Directorate and be accountable to the Contracts Lead and Operations Lead.

The post holder will work with the Local Operational Teams and manage the day-to-day requirements to ensure the compliance and ER/HR casework KPIs are aligned to the NEPTS contracts targets.

The Compliance Lead NEPTS must ensure all staff assigned to the NEPTS contract deliver high-quality services in line with the Trust's Values, Policies and Procedures, as well as overseeing the management of attendance, performance, and conduct.

The post holder will ensure compliance with statutory and mandatory training, and support the Directorate's ER/HR provision, and be accountable for delivering services within the budget of the locality.

The Compliance Lead NEPTS will work with the Trust's HR Department and aligned People Strategy and Annual Workforce Plans, to identify recruitment requirements and lead in the recruitment and selection processes.

The post holder will be responsible for the delivery of Key Performance Indicators through effective tasking and delivery of actions. The post holder will lead on the contract compliance and ER/HR casework and track and monitor data to support this. Managing risk, in line with corporate guidance, and being responsible for the area's Risk Register.

The post holder will be responsible for addressing patient and internal complaints, within set target timeframes.



The above is only an outline of the tasks, responsibilities and outcomes required of the role. The job holder will carry out any other duties as may reasonably be required by their Line Manager.

The Job Description and Person Specification may be reviewed on an ongoing basis, in accordance with the changing needs of the Department and the Organisation.

### **Key Working Relationships (examples, not definitive list)**

#### **Internal**

- NEPTS Staff and other Contract Areas
- Contract Managers NEPTS
- Frontline Operational Staff, Clinicians and Support Staff
- LOMs, Local Clinical Managers, Wellbeing Officers, Audit and Administrative Support
- Contracts Lead
- Operational Lead NEPTS
- Deputy Director of Commercial Services, Director of Integration, and other Executives
- Control Room Staff and Management
- Resource and Planning Staff/Teams
- Fleet Department
- Make Ready Teams
- HR Business Partners and Advisors
- Finance Team
- Education and Training Teams

#### **External**

- Acute NHS Trusts
- Community Providers
- Other Emergency and Civil Services
- CQC, OFSTED, and other Regulatory Bodies
- ICBs

### **Operational Responsibility**

- The role supports the business in driving transformation as well as value for money.
- The role is designed to build a combination of subject matter expertise and technical skills, to develop a strong service delivery.

### **Financial and Physical Resources Responsibility**

- Budget holder for Department/service and/or project.

### **Human Resources Responsibility**

- Day to day management, teaching, devise training, development programmes, as major job responsibility/Line Manager for function/Department.
- Manages Team, develops project training programmes/Line Manager.

### **Information Management Responsibility**

- Record personally generated information.



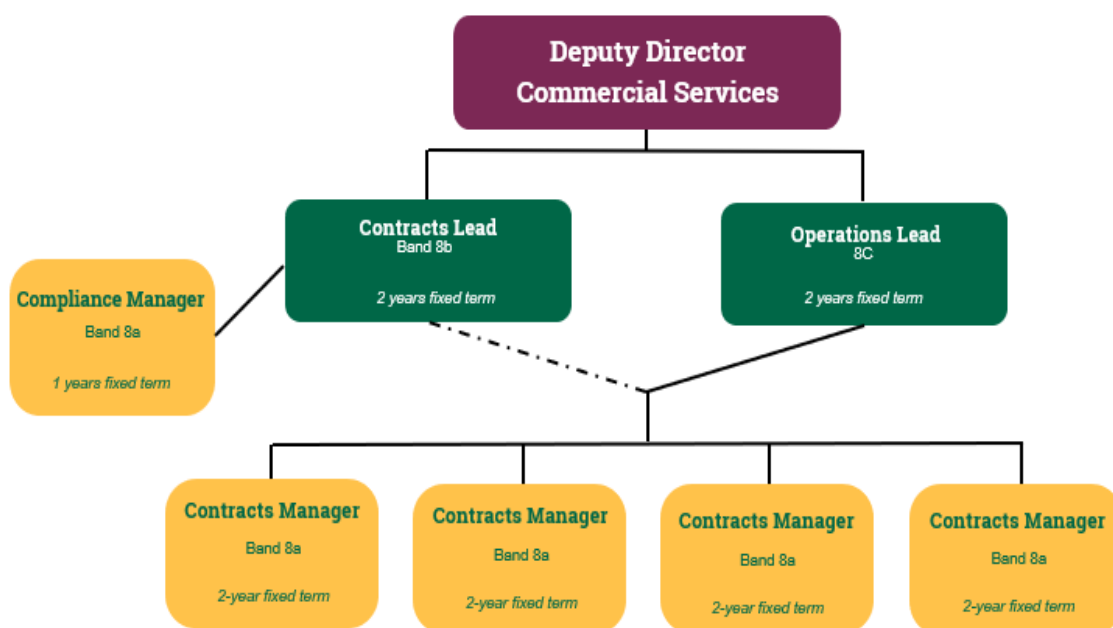
<ul style="list-style-type: none"> <li>Occasionally/regularly use software to develop reports, responsible for one or more information systems.</li> </ul>
<b>Planning and Organisation Responsibility</b>
<ul style="list-style-type: none"> <li>Plan and organise a range of complex activities, formulates, adjusts plans or strategies/formulate long-term strategic plans, involving uncertainty, may impact across the whole Organisation.</li> </ul>
<b>Policy and Service Development Responsibility</b>
<ul style="list-style-type: none"> <li>Responsible for proposing and implementing departmental policies, involved in development of Trust Policies.</li> </ul>
<b>Research and Development Responsibility</b>
<ul style="list-style-type: none"> <li>Regularly undertake research and development activity.</li> </ul>
<b>Freedom to Act</b>
<ul style="list-style-type: none"> <li>Works within general policies, need to establish interpretation/required to interpret overall Health Service Policy and Strategy.</li> </ul>
<b>Analytical and Judgmental Responsibility</b>
<ul style="list-style-type: none"> <li>Highly complex facts or situations requiring analysis, interpretation, comparison of a range of options.</li> <li>Analyses performance of area of activity in relation to performance targets, strategic objectives, develop strategies, business plans, advise in areas where expert opinion differs.</li> </ul>
<b>Communication Responsibility</b>
<ul style="list-style-type: none"> <li>Provides and receives highly complex, sensitive and contentious information.</li> <li>Agreement or cooperation required, presents complex, sensitive or contentious information to large groups.</li> <li>Persuades Board, Senior Managers, of the importance of the initiative/programme.</li> <li>Negotiate with, and motivate on project delivery, including linking in with other initiatives.</li> <li>Very sensitive information about performance and change.</li> <li>Makes formal presentations to large groups.</li> </ul>
<b>Physical Effort</b>



<ul style="list-style-type: none"> <li>Frequent requirement for combination of sitting, standing, walking.</li> </ul>
<b>Mental Effort</b>
<ul style="list-style-type: none"> <li>Frequent concentration, work pattern unpredictable.</li> </ul>
<b>Emotional Effort</b>
<ul style="list-style-type: none"> <li>Occasional distressing or emotional circumstances.</li> <li>Deals with staff problems, patient complaints, imparting unwelcome news to stakeholders, staff.</li> </ul>
<b>Working Conditions</b>
<ul style="list-style-type: none"> <li>Occasional exposure to unpleasant conditions.</li> <li>Office conditions.</li> </ul>
<b>Patient Client Care</b>
<ul style="list-style-type: none"> <li>Occasional contact with patients or clients.</li> </ul>
<b>Safeguarding Children, Young People and Vulnerable Adults</b>
<ul style="list-style-type: none"> <li>Safeguarding children and vulnerable adults is everyone's responsibility. Whatever your role, the welfare of children and vulnerable adults should be your concern. It is your duty to report any concerns through your Line Manager/designated Safeguarding Lead.</li> <li>All EEAST staff are required to undertake Safeguarding Awareness Training and to undertake additional training in relation to safeguarding relevant to their role.</li> </ul>



## Structure Chart



## DBS Requirement

Does this post require a DBS check to be undertaken?

**Yes**

If yes, please indicate what level of check is required:

Basic

☐

Enhanced

☐

Standard

☒

Enhanced with Child & Adult Barred List

☐

For support and guidance on which roles require/eligible for a DBS check please go to:  
<https://www.nhsemployers.org/case-studies-and-resources/2018/08/dbs-eligibility-tool> or  
<https://www.gov.uk/government/collections/dbs-eligibility-guidance>

Has the DBS level been approved by EVC Panel:

Yes

No

Date DBS level approved:

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<https://www.gov.uk/government/collections/dbs-eligibility-guidance>



Has the DBS level been approved by EVC Panel:	Yes	No
Date DBS level approved:		
<b>Trust General Standards</b>		
<p><b>DBS Checks and the Rehabilitation of Offenders Act:</b> Posts which involve regular contact with vulnerable adults and/or children are exempt from the <b>Rehabilitation of Offenders Act 1974</b>, by virtue of the <b>Rehabilitation of Offenders Act (Exemption Order) 1975</b>. Appointment to this role will be subject to a DBS check through the Disclosure and Barring Service, at the appropriate level, which is deemed satisfactory to the Trust. The Trust will ask the successful applicant to provide the Disclosure and Barring Service Certificate prior to commencement in post. Failure to do so may lead to the conditional offer of employment being withdrawn.</p> <p><b>Posts that are exempt from the Rehabilitation of Offenders Act 1974:</b> Failure to inform the Trust of any convictions, cautions, reprimands, or warnings, during the course of your employment, may lead to disciplinary action under the Trust's Disciplinary Policy. Such action may include dismissal.</p> <p><b>Flexibility:</b> The post holder may be required to work at any of the Trust's sites, in line with service needs.</p> <p><b>Infection Prevention and Control:</b> All Trust employees have duties under the Health and Safety at Work, etc, Act 1974 which have a bearing on the prevention and control of infection in particular. Staff are expected to understand their responsibilities as outlined in the Infection Prevention and Control Policy, and related guidelines, comply with all stated systems, and maintain their knowledge of infection prevention and control relative to their role.</p> <p><b>Confidentiality, Data Protection, Freedom of Information, and Computer Misuse:</b> The information being handled by employees of EEast is strictly confidential. Failure to respect the confidential nature of this information will render the employee subject to disciplinary action, including possible dismissal. This could also constitute a criminal offence. It is the duty of all employees to uphold the principles of the Data Protection Act 2018, the NHS Confidentiality Code of Conduct, Caldicott Principles, and the Terms of Employment Contract. All staff must safeguard the handling of information held in both computerised and manual filing systems and it is the employees' responsibility to ensure all records are accurate and up to date, and that errors are corrected or notified, as appropriate.</p> <p>All staff must be aware of their responsibilities under the Freedom of Information Act 2000 and must comply with, and keep up to date with, Trust Policies and Legislation on confidentiality, data protection, freedom of information and computer misuse.</p> <p><b>Communication:</b> All staff should be able to communicate effectively with people who use services, and other staff, to ensure that the care, treatment, and support of people who use services is not compromised.</p> <p><b>Health, Safety, Security and Risk Management:</b> All staff are required to adhere to, and act consistently with, all relevant Health and Safety Legislation, and Trust Policies and Procedures, in order to ensure that the health, safety, and security of others, and their own, is maintained. This will include identifying and reporting all risks to health and safety, security of equipment and property, use of necessary safety devices and protective clothing, and the achievement of the Trust's objectives, in accordance with the Trust's Risk Management Strategy and Policies.</p> <p><b>Major Incident:</b> In the event of a major incident, civil unrest, or other potential large-scale service disruptions (eg Pandemic), all East of England Ambulance Service NHS Trust employees will be expected to report for duty on notification. All employees are also expected to play an active part in preparation for a major incident, civil unrest, or other potential large-scale service disruptions (eg Pandemic), and to undertake training as necessary.</p> <p><b>Business Continuity:</b> All AfC Band 7 post holders and above are required to ensure that the Business Continuity Management System requirements under their area of responsibility are fully embedded into day-to-day business processes and that the necessary resources are available. Post holders should promote continual improvement of the Trust's Business Continuity Management System. This includes communicating the importance of effective business management to their team(s), and direct and support others to contribute to the effectiveness of business continuity. Promote continual improvement of the Trust's Business Continuity Management System.</p> <p><b>Equality and Diversity:</b> Actively promote the Trust's commitment to equality and diversity by treating all patients, colleagues and visitors with dignity and respect, and comply with related policies including Equal Opportunities Policy, Dignity at Work Policy, Recruitment and Selection Policy, etc.</p>		



**Mandatory, Job-Related Training, and CPD:** Take a proactive approach to own personal development in order to ensure that skills set is aligned to the demands of the role as it evolves and develops to meet the organisation's changing needs. This will include full participation in a compassionate conversation, and identifying any reasonable adjustments you may need for learning, at the earliest opportunity.

**Safeguarding Children and Vulnerable Adults:** All employees have a responsibility for protecting, safeguarding, and promoting the welfare of children and vulnerable adults. Further information about the Trust commitment to this, and your responsibilities, can be sought from the Trust's Child Protection Leads.

**No Smoking Policy:** East of England Ambulance Service NHS Trust is a No Smoking Trust and all staff must comply with the Trust's No Smoking Policy.

**Data Quality:** It is the responsibility of all employees to ensure data is of a high-quality standard, in order to support the Trust in providing a quality service. Data must be accurate, valid, reliable, timely, relevant, and complete. For further information on the Trust's commitment to this, please refer to the Trust's Data Quality Policy.

**Standards of Business Conduct:** It is the responsibility of all employees to conduct all business in an honest and ethical manner. The Trust is committed to acting with integrity in all its dealings and relationships, and to implementing effective systems to prevent bribery. The Trust will uphold all laws relevant to countering bribery and corruption, including the Bribery Act 2010, in every aspect of its conduct, including its dealings with public and private sector organisations, and the delivery of treatment and care to patients.

Following the implementation of the Bribery Act 2010, all employees should be aware that if they accept or offer any financial or other advantage, with the intention or knowledge that this is received in order to induce or reward the improper performance of their duties, or offer to induce or reward the performance of another person's duties, they may be guilty of an offence under the Bribery Act 2010. For further information on the Trust's commitment to this, please refer to the Trust's Anti-Bribery Policy.

**Sustainable Development:** EEAST is committed to delivering its services in a more sustainable way, encouraging staff and patients to make sustainable lifestyle choices through awareness campaigns and working with local communities. All employees have a responsibility to ensure the Trust achieves its high standard of sustainable development, and have positive impacts on health, expenditure, efficiency, and equality across the six counties of the Eastern region in which it operates.