



## JOB DESCRIPTION

|                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|--------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Position/Title:</b>         | <b>Patient Transport Service (PTS) Communications Scheduler</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Band:</b>                   | <b>Band 3</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Directorate/Department:</b> | <b>Patient Transport Services / PTS Communications</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Location:</b>               | <b>Yorkshire Ambulance Service Headquarters Wakefield</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Accountable To:</b>         | <b>PTS Logistics Team Leader</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Responsible For:</b>        | <b>No management responsibility but may be requested to advise trainees or temporary agency staff</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>General Summary:</b>        | <p>The post holder will work to agreed objectives for the service, there will be regular monitoring meetings and work will be managed rather than supervised.</p> <p>The post holder will assist in the delivery of the Trusts' Patient Transport Services by working to agreed Key Performance Indicators (KPIs).</p> <p>Working with the aid of a computerised scheduling system, the post holder will produce a running schedule for the initial inward patient journeys including complex and out-of-area journeys for the following working day.</p> <p>The post holder will additionally be responsible for scheduling patient transport requests to ambulance resources on the day of travel.</p> <p>The post holder will use local geographical and Trust resource knowledge to ensure that all patients are scheduled to Patient Transport Service resources in the most cost effective and practical way possible.</p> |
| <b>Structure:</b>              | <p>PTS Logistics Manager</p> <p>↕</p> <p>PTS Logistics Team Leader</p> <p>↕</p> <p>PTS Communications Scheduler</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |

|                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Core Responsibilities</b> | <p>The post holder will:</p> <p>Be responsible for allocating first inward journeys, complex, and out-of-area journeys for the following working day (or days in the event of a Bank Holiday).</p> <p>Be responsible for scheduling, with the aid of a computerised scheduling system, patient transport requests to ambulance resources on the day of travel.</p> <p>Communicate with the wider PTS scheduling team to utilise resources in the most efficient and effective manner</p> <p>Communicate with health care professionals including external organisations and the wider health community on matters relating to patient transport scheduling and journeys</p> <p>Communicate with PTS operations staff and voluntary drivers as appropriate to optimise vehicle usage and the efficiency and quality of patient journeys</p> <p>Communicate with other departments within YAS for the benefit of service users</p> <p>Apply the authorisation procedures for additional resource requirements</p> <p>Ensure operational staff receive appropriate rest breaks within the guidelines</p> <p>Give advice and support to new schedulers, sharing best practice and local knowledge to enable skill development</p> <p>Undertake all training and developments as required to ensure skills remain current and personal qualifications are maintained; thus demonstrating a commitment to on-going personal/professional development</p> <p>Ensure own compliance with current health and safety legislation. Identify, make safe and/or report areas of risk. Promote/implement safe working practices in particular comply with the Trusts Health and Safety at Work Policy</p> <p>Ensure that all incidents and near misses are reported in a timely and accurate manner, in accordance with the Trusts risk management procedures</p> <p>Support the overall achievement of team/departmental objectives by carrying out other roles of equal or lower bands as required, with the relevant training, to meet the needs of service delivery</p> <p>Utilise communications equipment including (but not limited to) a computerised scheduling system, telephone/PDA system, radios and facsimile. Ensure own compliance with related Trust policies, procedures, protocols, standing orders (SO's), standing financial instructions (SFI's) and current legislation</p> <p>Support the delivery of the YAS 'no blame culture' policy</p> <p>Make independent and informed decisions frequently on the best way to deal with a problem</p> <p>Present a positive image of the service at all times including (but not limited to) the maintenance of tidy personal appearance, and displaying the appropriate attitudes and behaviours of Trust employees, both when dealing with colleagues and service users</p> <p>In association with the Standards and Compliance Directorate, identify and establish arrangements that actively promote and encourage the highest standards of patient care within the localities</p> |
|------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

|                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|--------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                | <p>Ensure that ambulance service provision reflects the service level agreed with local commissioners</p> <p>Actively monitor performance against contractual obligations and ensure that performance remains within acceptable parameters, taking positive action to address any performance issues</p> <p>Promote and protect the equality diversity and rights of others and assist in the provision of a fair and just culture by being open, honest, supportive and respectful of others</p>                                                                                                                                                                          |
| <b>Major Incidents</b>                                                         | <p>Play a role within PTS communications in mobilising the Major Incident (MI) Plan if the trust is put on standby for a MI</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Business Continuity</b>                                                     | <p>Where possible assist A&amp;E and EOC implement contingency arrangements as required</p> <p>Familiarise yourself with the plan to ensure you are aware of what actions to take in the event of interruptions or loss to the business to maintain service delivery</p>                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Health and Safety/Risk Management</b>                                       | <p>All staff are responsible for working with their colleagues to maintain and improve the quality of services provided to our patients and other service users. This includes complying at all times with the YAS Trust policies, including Health and Safety policies, in particular by following agreed safe working procedures and reporting incidents using the Trust Incident Reporting system</p>                                                                                                                                                                                                                                                                   |
| <b>Equality and Diversity</b>                                                  | <p>The jobholder must comply with all policies and procedures designed to ensure equality of employment and that services are delivered in ways that meet the individual needs of patients and their families. No person whether they are staff, patient or visitor should receive less favourable treatment because of their gender, ethnic origin, age, disability, sexual orientation, religion etc.</p> <p>Promote equality of opportunity and diversity in your area of responsibility</p> <p>Ensure compliance with equality and diversity legislation and develop active commitment to the need to ensure equality of opportunity and the benefits of diversity</p> |
| <b>Patient and Public Involvement</b>                                          | <p>The Trust has a statutory duty to involve patients and public in evaluating and planning services. All staff have a responsibility to listen to the views of patients and to contribute to service improvements based on patient feedback</p>                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Training and Personal Development – Continuous Professional Development</b> | <p>The job holder must take responsibility in agreement with his/her line manager for his/her own personal development by ensuring that Continuous Professional Development remains a priority. The job holder will undertake all mandatory training required for the role</p>                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Respect for Patient Confidentiality</b>                                     | <p>The job holder should respect patient confidentiality at all times and not divulge patient information unless sanctioned by the requirements of the role</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

|                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|-------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Communication and Working Relationships</b>                    | <p>Create and maintain positive communications with colleagues, within and outside the Service</p> <p>Demonstrate effective communication skills to ensure good working relationships with colleagues and those external to the organisation</p> <p>Engage service users, purchasers and providers in developing the service to promote integration and partnership working</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Personal and People Development</b>                            | <p>Undertake activity necessary to ensure that own professional qualifications are maintained and those in area of responsibility</p> <p>Ensure on-going personal and professional development in your team including undertaking personal development reviews</p> <p>Identify and undertake activities to develop knowledge, skills and understanding where gaps have been identified</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Additional</b>                                                 | <p>This job description is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances, in discussion with the post-holder</p> <p>Because of the nature of the work, this post is exempt from the provision (42) of the rehabilitation of offenders act 1974 (Exemptions) order 1975. The post holder will therefore be required to apply for DBS</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Confidentiality / Data Protection / Freedom of Information</b> | <p>Individuals (including volunteers, contractors and temporary workers) must maintain the confidentiality of information about patients, staff and other health service business in accordance with the Data Protection Act 1998. Individuals must not, without prior permission, disclose any information regarding patients or staff. If any individual has communicated any such information to an unauthorised person that individual(s) could be liable for disciplinary action which could result in dismissal. Moreover, the Data Protection Act 1998 also renders an individual liable for prosecution in the event of unauthorised disclosure of information</p> <p>Following the Freedom of Information Act (FOI) 2005, individuals must apply the Trust's FOI procedure. If an individual receives a written request for information please send to <a href="mailto:FOI@yas.nhs.uk">FOI@yas.nhs.uk</a></p> <p>In addition managers have specific responsibilities to ensure that their staff maintain the confidentiality and security of all information that is dealt with in the course of performing their duties is in accordance with the requirements of the Data Protection Act 1998 and the principles of Caldicott. Managers should also ensure that their staff are aware of their obligations under legislation such as the Freedom of Information Act 2000; Computer Misuse Act 1990, and that staff are updated with any changes or additions relevant to legislation</p> |
| <b>Equal Opportunities</b>                                        | <p>The Trust recognises the need for a diverse workforce and is committed to Equal Opportunities in employment and seeks to eliminate unlawful racial, sexual or disability discrimination, to promote equality of opportunity and good relations between staff and clients of differing groups. Individuals (including volunteers, contractors and temporary workers) must at all times fulfil their responsibilities with regard to the Trust's Equal Opportunities Policy and equality laws. Similarly all individuals have a responsibility to highlight any potentially discriminatory practice to their line manager, human resources department or trade union/professional associations</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

|                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|----------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Health and Safety</b>                           | <p>All individuals have a responsibility, under the Health and Safety at Work Act (1974) and subsequently published regulations, to ensure that the Trust's health and safety policies and procedures are complied with to maintain a safe working environment for patients, visitors and employees. All staff have a duty to protect their own health and safety and that of others persons who may be affected by their acts or omissions</p> <p>In addition managers have specific responsibilities relating to health and safety activities including consenting to breaches; conniving to breach legislation or neglecting their duties under the legislation</p>                   |
| <b>Infection Prevention and Control</b>            | <p>All individuals have a personal obligation to adhere to current guidance on methods to reduce healthcare-associated infections (HCAIs). Post holders must be familiar with the Trust's Infection Prevention and Control Policies, including those that apply to their duties, such as Hand Decontamination Policy, Personal Protective Equipment Policy, safe procedures for using aseptic techniques and safe disposal of sharps. They must undertake mandatory training in Infection Prevention and Control and be compliant with all measures required by the Trust to reduce HCAIs</p>                                                                                            |
| <b>Risk Management</b>                             | <p>All post holders have a responsibility to report risks such as clinical and non-clinical accidents or incidents promptly. They are expected to be familiar with the Trust's use of risk assessments to predict and control risk, as well as the incident reporting system for learning from mistakes and near misses in order to improve services. Post holders must also attend training identified by their manager, or stated by the Trust to be mandatory</p> <p>All staff are responsible for undertaking scene specific or activity specific risk assessments for non YAS premises and reporting identified problems to their line manager for consideration and resolution</p> |
| <b>Safeguarding Children and Vulnerable Adults</b> | <p>Post holders have a responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of the specific duties relating to their role</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Smoke Free Policy</b>                           | <p>The Trust operates a Non Smoking Policy which limits smoking in the workplace. Employees are required to observe the rules laid down in the policy and failure to do so may result in disciplinary being taken</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Personal Development</b>                        | <p>The Trust is committed to supporting the development of all staff. All employees have a responsibility to participate in regular appraisal with their manager and to identify performance standards for the post. As part of the appraisal process employees have joint responsibility with their line manager to identify any learning and development needs in order to meet the agreed performance standards</p>                                                                                                                                                                                                                                                                   |
| <b>Code of Conduct</b>                             | <p>All individuals all expected to act in accordance with the Trust's code of conduct and if applicable, the code of conduct for their appropriate professional body. In addition managers should act in accordance with the principles of the NHS Code of Conduct for Managers in undertaking all aspects of their role</p>                                                                                                                                                                                                                                                                                                                                                             |
| <b>Policies and Procedures</b>                     | <p>Individuals are also required to comply with the policies, procedures and protocols in place within the Trust. These are available from the Human Resources department or from the staff library on the Trust intranet.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>For Administrative purposes only</b>            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Prepared/ reviewed by:</b>                      | Will Colam-Ainsworth                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Approved date:</b>                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Review date</b>                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>ID No</b>                                       | YAS643                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

## COMPETENCY PROFILE

### PTS Communications Scheduler

#### Experience and work achievements

|                                                                 |           |
|-----------------------------------------------------------------|-----------|
| Experience of working in a patient/customer focused environment | Essential |
| Understanding of performance standards and customer care        | Essential |
| Experience of working with a computerised scheduling system     | Desirable |

#### Skills and abilities

|                                                                                          |           |
|------------------------------------------------------------------------------------------|-----------|
| Excellent interpersonal skills                                                           | Essential |
| Excellent verbal and written communication skills                                        | Essential |
| Excellent telephony skills                                                               | Essential |
| Ability to work well both autonomously and within a team                                 | Essential |
| Ability to travel between work sites in a timely manner                                  | Essential |
| Ability to work to high standards of quality, including when working to strict deadlines | Essential |
| Ability to demonstrate evidence of continuous improvement                                | Essential |
| Ability to adapt to new working methods, systems and tools                               | Essential |
| Ability to adapt to changing processes and procedures                                    | Essential |
| Ability to develop effective working relationships                                       | Essential |
| Ability to build and maintain professional credibility with colleagues at all levels     | Essential |

#### Personal attributes

|                                                                                                                                                                                 |           |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| Punctual and flexible to meet needs of service                                                                                                                                  | Essential |
| Caring and compassionate in attitude                                                                                                                                            | Essential |
| Self-aware, including an appreciation of impact on others                                                                                                                       | Essential |
| Demonstrates self-confidence and self-belief                                                                                                                                    | Essential |
| Demonstrates commitment to the values and principles of public service and in particular health and social care, including demonstrating a commitment to continuous improvement | Essential |
| Demonstrates an understanding of diversity issues and an awareness of equal opportunities                                                                                       | Essential |
| Good geographical knowledge of the main areas within Trust Localities                                                                                                           | Desirable |

#### Knowledge and educational achievements

|                                                                                                                     |           |
|---------------------------------------------------------------------------------------------------------------------|-----------|
| GCSE (grades A to C) or equivalent level 2 qualification e.g. NVQ, including English or other appropriate subject/s | Essential |
| ICT literate, including good key board skills and knowledge of Windows based products e.g. Word and Excel           | Essential |
| Information governance modules completed                                                                            | Desirable |