

WELSH AMBULANCE SERVICES NHS TRUST

Job Description

Oct 2008

Job Title **NEPTS Ambulance Liaison Supervisor**

Location

This post will be based within Swansea Bay Health Board at Singleton Hospital, but the post holder is expected to provide cover at any of the Ambulance liaison sites within the Central and West Region, and to travel on Trust business throughout Wales as the need arises.

Role Overview

As a member of Non-Emergency Patient Transport Services (NEPTS), the post holder will be required to assist in the effective and efficient operation of the Services provided at the Hospital sites, and across the Region.

Organisational Relationships

The postholder is accountable to and reports to the NEPTS Operations Manager. There will necessarily be considerable liaison with operational staff, officers and other senior staff in the Ambulance and Hospital Trust. Maintain good communications with external contacts and internal contacts.

Principal Responsibilities

The post holder's principal responsibilities and main areas of work are as indicated below.

NEPTS Liaison Services

- * Ensure efficient patient care services are provided, and deal with related issues and problems effectively.
- * Efficient and effective use of the Trusts Databases, including Cleric and GRS.
- * Provide an efficient and professional point of contact to Patients and their representatives using WAST services.
- * Supervise operational NEPTS staff whilst at the hospital.
- * Liaise with Day Control and Planning departments, as necessary.
- * Liaise effectively with managers and staff at hospitals on day to day operations.
- * Ensure consistent application of Trust policies and protocols where relevant, e.g. NEPTS one bag policy.
- * Effective and daily communication with the relevant bed managers at the hospital site.
- * Attend meetings, as required, after discussion and agreement with Manager.
- * Assist in establishing and developing good working practices for improving and maintaining quality of service.
- * Maintain accurate records and ensure effective use of the electronic NEPTS management and information system including populating Excel, Word and Access databases.
- * Provide accurate statistical and management information, in consultation with the Operations Manager
- * Monitor waiting areas and patients with unduly long waiting times to assess the quality of service, and feedback to the Operations Manager details of occurrences that continually breach service quality levels.

- * Ensure Trust staffs comply with all standing order instructions, Health and Safety regulations and security arrangements whilst in the hospital.
- * Provide advice and guidance as appropriate on all relevant clinical governance issues.

General Liaison and Enquiries

- * Assist in a liaison capacity in the event of a major accident or incident, whilst on duty.
- * Authenticate documentation relating to voluntary car operators, as appropriate.
- * Liaise with volunteer car vehicles and visiting EMS ambulance crew when on site.
- * Deal with enquiries and complaints from patients and hospital or other staff, reporting serious complaints to the Operations Manager, and assisting with investigations.

Relations with Internal Contacts

- * Establish and maintain good working relations with key staff at Headquarters and regionally to help achieve objectives.
- * Liaise effectively with other managers and staff to facilitate good communications from the Hospital base.
- * Participate in and maintain compliance with Regional Patient and Public Information Management System processes.

Relations with External Contacts

- * Assist the Operations Manager with the management of external relations by maintaining good working relations with external contacts, such as those in other Trusts, Local Health Boards and Community Health Councils, as appropriate to the post.
- * Liaise effectively with all external contacts to achieve maximum co-operation and facilitate good communications.

General

- * undertake any reasonable duties allocated by Operations Manager
- * Comply with all Trust policies and procedures, with particular reference to those involving Health and Safety, Dignity at Work/Equal Opportunities, and IT Security and Clinical Governance.

Important Note

This job description is intended to serve as a guide to the responsibilities of the post of NEPTS Ambulance Liaison Supervisor. It is expected that responsibilities will need to be reviewed, as the organisation matures and in light of experience, in order to ensure compatibility with other roles and responsibilities, and to reflect changing circumstances.

Any proposed changes will be discussed with the post holder.

WELSH AMBULANCE SERVICES NHS TRUST

Person Specification

Oct 2008

Job Title: NEPTS AMBULANCE LIAISON SUPERVISOR

These are the minimum requirements needed for the trained, competent jobholder:

Qualifications

- * No specific educational qualifications are required, but applicants should preferably have or be studying for a supervisory qualification e.g. NEBSM, ILM 3 or have equivalent experience.

Knowledge

- * Sound knowledge of NEPTS operations and responsibilities in the NHS or similar organisation, (desirable)
- * General knowledge of the structure, organization and general policy of the NHS in Wales (desirable)
- * Awareness of the organisation and functions of the Welsh Ambulance Services NHS Trust,
- * Awareness of the contracts relating to the individuals appointed Hospital Trust.

Experience

- * Experience of providing patient/client services in a busy NHS environment,
- * Supervisory and/or administrative experience, preferably in a health care setting,(essential)
- * Successful liaison with various internal and external contacts.

Abilities and Skills

- * Efficient administrative and organisational skills (essential)
- * Strong patient/client care focus, with good communication and influencing skills, (essential)
- * Common sense approach to problem solving and service improvements,
- * Good interpersonal, team building and team working skills,
- * Able to work with minimum supervision, self motivated and able to motivate others,
- * Computer literate, preferably with use of electronic NEPTS management and information systems, including all Microsoft Office applications.

General

- * High degree of personal integrity.

YMDDIRIEDOLAETH GIG GWASANAETHAU AMBIWLANS CYMRU

Swydd Ddisgrifiad

Hydref 2008

Teitl y Swydd

Goruchwylydd Cyswllt Ambiwylans NEPTS

Lleoliad

Lleolir y swydd hon o fewn Bwrdd Iechyd Bae Abertawe yn Ysbyty Singleton, ond disgwylir i ddeiliad y swydd gyflenwi yn unrhyw un o'r safleoedd cyswllt ambiwlans yn Rhanbarth y Canolbarth a'r Gorllewin, a theithio ledled Cymru ar fusnes yr Ymddiriedolaeth, yn ôl yr angen.

Trosolwg o'r Swydd

Fel aelod o'r Gwasanaeth Cludo Cleifion nad ydynt yn Achosion Brys (NEPTS), bydd yn ofynnol i ddeiliad y swydd helpu i weithredu'r gwasanaethau a ddarperir ar safleoedd ysbytai, ac ar draws y rhanbarth, yn effeithiol ac yn effeithlon.

Perthnasoedd Cyfundrefnol

Mae deiliad y swydd yn atebol ac yn adrodd i Reolwr Gweithrediadau NEPTS. Wrth reswm, bydd cyswllt sylweddol â staff gweithredol, swyddogion ac uwch aelodau staff eraill yn yr Ymddiriedolaeth Ambiwylans a'r Ymddiriedolaeth Ysbytai. Rhaid cyfathrebu'n dda â chysylltiadau mewnol ac allanol.

Prif Gyfrifoldebau

Mae prif gyfrifoldebau a phrif feysydd gwaith deiliad y swydd wedi'u nodi isod.

Gwasanaethau Cyswllt NEPTS

- * Sicrhau y darperir gwasanaethau gofal effeithlon i gleifion ac ymdrin â materion a phroblemau cysylltiedig yn effeithiol.
- * Defnyddio cronfeydd data'r Ymddiriedolaeth yn effeithlon ac yn effeithiol, gan gynnwys CLERIC a GRS.
- * Darparu man cyswllt effeithlon a phroffesiynol i gleifion a'u cynrychiolwyr sy'n defnyddio gwasanaethau Ymddiriedolaeth Gwasanaethau Ambiwylans Cymru.
- * Goruchwyllo staff gweithredol NEPTS yn yr ysbyty.
- * Ymgysylltu â'r adrannau Rheolaeth Dydd a Chynllunio, yn ôl yr angen.
- * Ymgysylltu'n effeithiol â rheolwyr a staff mewn ysbytai ynghylch gweithrediadau o ddydd i ddydd.
- * Sicrhau y caiff polisiâu a phrotocolau'r Ymddiriedolaeth eu cymhwyso'n gyson, lle bo hynny'n berthnasol e.e. polisi un bag NEPTS.
- * Cyfathrebu'n effeithiol ac yn ddyddiol â'r rheolwyr gwlâu perthnasol ar safle'r ysbyty.
- * Mynychu cyfarfodydd, yn ôl yr angen, ar ôl trafod a chytuno â'r Rheolwr.
- * Helpu i sefydlu a datblygu arferion gwaith da i wella a chynnal ansawdd y gwasanaeth.
- * Cadw cofnodion cywir a sicrhau y caiff systemau rheoli a gwybodaeth electronig NEPTS eu defnyddio'n effeithiol, gan gynnwys llenwi cronfeydd data Excel, Word ac Access.
- * Darparu gwybodaeth ystadegol a rheoli gywir, ar y cyd â'r Rheolwr Gweithrediadau.
- * Monitro manau aros a chleifion sydd ag amseroedd aros afresymol o hir i asesu ansawdd y gwasanaeth, a rhoi gwybod i'r Rheolwr Gweithrediadau am fanylion achlysuron sy'n torri lefelau ansawdd gwasanaeth yn barhaus.

- * Sicrhau bod staff yr Ymddiriedolaeth yn cydymffurfio â'r holl gyfarwyddiadau rheolau sefydlon, rheoliadau iechyd a diogelwch a threfniadau diogelwch tra maent yn yr ysbyty.
- * Rhoi cyngor ac arweiniad ar bob mater llywodraethu clinigol perthnasol, fel y bo'n briodol.

Cyswllt ac Ymholiadau Cyffredinol

- * Cynorthwyo o ran swyddogaeth cyswllt os bydd damwain neu ddigwyddiad mawr tra ar ddyletswydd.
- * Dilysu dogfennau yn ymwneud â gweithredwyr ceir gwirfoddol, fel y bo'n briodol.
- * Ymgysylltu â gweithredwyr ceir gwirfoddol a chriw ambiwlans y Gwasanaethau Brys, pan fyddant ar y safle.
- * Ymdrin ag ymholiadau a chwynion gan gleifion a staff yr ysbyty neu aelodau staff eraill, rhoi gwybod i'r Rheolwr Gweithrediadau am unrhyw gwynion difrifol, a helpu ag ymchwiliadau.

Perthnasoedd â Chysylltiadau Mewnol

- * Sefydlu a chynnal perthynas waith dda ag aelodau staff allweddol yn y Pencadlys ac ar draws y rhanbarth i helpu i gyflawni amcanion.
- * Ymgysylltu'n effeithiol â rheolwyr ac aelodau staff eraill i hwyluso cyfathrebu da o'r ysbyty.
- * Cymryd rhan ym mhrosesau'r System Rheoli Gwybodaeth Cleifion a'r Cyhoedd Rhanbarthol, a chydymffurfio â nhw.

Perthnasoedd â Chysylltiadau Allanol

- * Cynorthwyo'r Rheolwr Gweithrediadau i reoli cysylltiadau allanol drwy gynnal perthynas waith dda â chysylltiadau allanol, fel Ymddiriedolaeth eraill, Byrddau Iechyd Lleol a Chynghorau Iechyd Cymunedol, fel y bo'n briodol i'r swydd.
- * Ymgysylltu'n effeithiol â'r holl gysylltiadau allanol i gyflawni'r cydweithrediad mwyaf a hwyluso cyfathrebu da.

Cyffredinol

- * Ymgymryd â phob dyletswydd resymol a ddyrennir gan y Rheolwr Gweithrediadau.
- * Cydymffurfio â holl bolisiau a gweithdrefnau'r Ymddiriedolaeth, gan gyfeirio'n benodol at y rhain sy'n ymwneud ag Iechyd a Diogelwch, Urddas yn y Gwaith/Cyfle Cyfartal, Diogelwch TG a Llywodraethu Clinigol.

Nodyn Pwysig

Mae'r swydd ddisgrifiad hwn wedi'i fwriadu i roi arweiniad ar gyfrifoldebau swydd Goruchwylydd Cyswllt Ambiwllans NEPTS. Disgwylir y bydd angen adolygu'r cyfrifoldebau wrth i'r sefydliad aeddfedu, ac yn sgil profiad, er mwyn sicrhau cysondeb â rolau a chyfrifoldebau eraill, ac adlewyrchu amgylchiadau cyfnewidiol.

Bydd unrhyw newidiadau arfaethedig yn cael eu trafod â deiliad y swydd.

YMDDIRIEDOLAETH GIG GWASANAETHAU AMBIWLANS CYMRU

Manyleb yr Unigolyn

Hydref 2008

Teitl y Swydd: GORUCHWYLYDD CYSWLLT AMBIWLANS NEPTS

Dyma'r gofynion lleiaf ar gyfer deiliad swydd hyfforddedig, cymwys:

Cymwysterau

- * Nid oes angen unrhyw gymwysterau addysgol penodol ond, yn ddelfrydol, dylai ymgeiswyr fod yn astudio ar gyfer cymhwyster goruchwyllo e.e. NEBSM, ILM 3 neu fod â phrofiad cyfwerth.

Gwybodaeth

- * Gwybodaeth gadarn am weithrediadau a chyfrifoldebau NEPTS yn y GIG neu sefydliad tebyg (dymunol)
- * Gwybodaeth gyffredinol am strwythur, trefniadaeth a pholisi cyffredinol y GIG yng Nghymru (dymunol)
- * Ymwybyddiaeth o drefniadaeth a swyddogaethau Ymddiriedolaeth GIG Gwasanaethau Ambiwylans Cymru
- * Ymwybyddiaeth o gontractau'n ymwneud ag Ymddiriedolaeth Ysbytai penodedig unigolion.

Profiad

- * Profiad o ddarparu gwasanaethau i gleifion/cleientiaid mewn amgylchedd GIG prysur.
- * Profiad goruchwyliol a/neu weinyddol, mewn lleoliad gofal iechyd yn ddelfrydol (hanfodol).
- * Ymgysylltu'n llwyddiannus ag amrywiaeth o gysylltiadau mewnol ac allanol.

Galluoedd a sgiliau

- * Sgiliau gweinyddol a threfniadaeth effeithlon (hanfodol)
- * Ffocws cryf ar ofal i gleifion/cleientiaid, ynghyd â sgiliau cyfathrebu a dylanwadu da (hanfodol)
- * Synnwyr cyffredin wrth ddatrys problemau a gwella gwasanaethau
- * Sgiliau rhyngpersonol, meithrin tîm a gwaith tîm da
- * Gallu gweithio heb lawr o oruchwyliaeth, yn hunangymhellol ac yn gallu cymell pobl eraill
- * Yn hyddysg mewn cyfrifiadura, yn ddelfrydol wrth ddefnyddio systemau rheoli a gwybodaeth electronig NEPTS, gan gynnwys holl raglenni Microsoft Office.

Cyffredinol

- * Lefel uchel o uniondeb personol.