

Welsh Ambulance Service NHS Trust JOB DESCRIPTION

JOB DETAILS:

| | |
|--------------------------------------|---|
| Job Title | NEPTS NET Centre Team Leader |
| Pay Band | Band 4 |
| Hours of Work and Nature of Contract | 37.5 hours per week Permanent Contract |
| Division/Directorate | Non-Emergency Patient Transport |
| Department | Non-Emergency Transport (NET) Centre |
| Base | Various |

ORGANISATIONAL ARRANGEMENTS:

| | |
|--------------------------------|--------------------------|
| Managerially Accountable to: | NEPTS Operations Manager |
| Reports to: Name Line Manager | NEPTS Operations Manager |
| Professionally Responsible to: | NEPTS Operations Manager |

ORGANISATIONAL VALUES AND BEHAVIOURS



Job Summary/Job Purpose:

The Team Leader will be responsible for leading, supervising and supporting their own team of NEPTS Communications Assistants to deliver safe, effective and high quality care that meets patient and commissioner expectations.

The Team Leader will also provide a point of contact/escalation for their NET centre area for patients, NEPTS control and hospital departments.

They will provide regular feedback to all direct reports in relation to their individual performance, praising high achievement, whilst also challenging behaviours that are counterproductive to business.

DUTIES/RESPONSIBILITIES:**General**

Responsible for leading, supervising and supporting their own team of NET Centre Communications Assistants to deliver safe, effective and high quality care that meets patient and commissioner expectations.

Ensuring that maximum utilisation of staff resources within the NET Centre team, to meet the flows in call demand

Provide a point of contact/escalation for their Health Board area for patients, NEPTS control and hospital departments.

Provide regular feedback to all direct reports in relation to their individual performance, praising high achievement, whilst also challenging behaviours that are counterproductive to business.

Help to develop a culture where empowerment is the norm and some level of decision making is permitted, allowing every individual to make a valuable contribution.

Foster innovative practice that leads to improved patient experience, and/or achieves value for money.

COMMUNICATION AND RELATIONSHIP SKILLS

To maintain regular, effective and timely two-way communications within the team, ensuring all feedback from staff is acknowledged and actioned.

To act as the initial point of contact between the NEPTS Contact Centres and Planning / Control areas with regards to any issues or concerns that might be impacting on the quality and performance of the service.

Build strong and productive internal relationships with NEPTS Operational, Control and Liaison staff.

Be a point of contact when issues are escalated by the Communications NET Team, and working alongside the Control and Operations managers for resolution of patient transport issues.

To act as the initial local point of contact for Health Board, NHS Trusts, and other key NEPTS stakeholders in relation to on-day operational service delivery.

To liaise with other team leaders within the WAST Patient Transport Service to ensure that service delivery is seamless and meets the standards required regardless of location.

KNOWLEDGE, TRAINING AND EXPERIENCE

To be a qualified Communications Assistant. Able to undertake the full range of duties.

To undertake work based assessments ensuring a uniform standard of assessment, to support annual PDAR of their team members.

To assist in cascade training of NET Centre staff in identified areas.

Provide the NEPTS Control Manager with regular updates relating to any areas of service that might impact on the delivery and achievement of local Key Performance Indicators (KPI's) and/or Quality Standards in relation to NET Centre performance.

To undertake observed practice of Net Centre staff and identify and resolve any training needs.

Uphold high quality standards by ensuring that Trust Policy, procedure and standard operational guidelines are followed at all times.

Will be fully trained in the use of Cleric.

ANALYTICAL AND JUDGEMENTAL SKILLS

In conjunction with the Cleric administrator and/or informatics team, analyse and convert performance data into meaningful management information that can be shared with all direct reports, helping comparisons to be drawn between team members.

Maintain confidentiality regarding personal data for all area staff and patients, ensuring full compliance with Information Governance (IG) requirements.

Ability to analyse team performance information, identifying and reporting on trends that may impact on service delivery.

Carry out call auditing and validation of communications assistants, ensuring that the National standards are met and adhered to. In cases where this is not met, working with individuals on actions plans to improve performance.

To investigate, gather evidence and where required present findings at disciplinary, grievance or formal sickness hearings promptly, and in accordance with Trust Policies and Procedures.

Provide the NEPTS Control Manager and NEPTS General Manager with advice on any area or risk where improvements in service delivery might be made.

PLANNING AND ORGANISATIONAL SKILLS

Ensure team members undertake and completed CPD on time and with minimal impact on operational service delivery.

Ensure that the Performance Management Framework is embedded with team behaviour and culture.

Be responsible for the implementation and delivery of the NEPTS Local Delivery Plan (LDP) within your area of responsibility.

To participate in the review of service delivery models, policies or procedures being undertaken following which provide support in the implementation of any agreed change.

Keep safe and secure records relating to your team covering operational performance, timesheets, PDAR, development, abstraction (holidays/sickness/training/other), commendations, concerns, Health Safety and Risk Management and other as required.

PERSONAL DEVELOPMENT

Agree and review personal development objectives annually with your line manager and undertake agreed professional development

PHYSICAL SKILLS

Undertake VDU use.

Full driving licence and ability to travel across Trust sites as necessary.

PATIENT / CLIENT CARE

Develop and implement customer care initiatives that help aid performance and improve patient experience.

Ensure all efforts are put in place to maximise positive patient experience.

Assist in ensuring that customers and patients are contacted regarding their transport requirements, advising of any inability to meet these requirements and advise of any other options as soon as it is apparent that any genuine commitments cannot be met.

To evaluate satisfaction surveys received from patients who have booked transport through NEPTS Net centre, ensure service standards are being achieved and take appropriate action where necessary and feedback to the relevant NEPTS Control Manager.

FINANICAL AND PHYSICAL

Support the NEPTS Control Manager in the effective management of their devolved budget in line with WAST Standard Financial Instructions and Policies.

Working in conjunction with the NEPTS Contact Centres, ensure that all direct costs are minimised and the services provided by the team are delivered efficiently and with prudence

Ensure that NET Centre IT and related systems are maintained to a high standard of cleanliness and repair.

Ensure defects or damage is reported immediately and repair / replacement effected,

To be an authorised signatory for travel expenses and timesheets for NEPTS Communications Assistants and Ambulance Liaison supervisors

Undertake regular audits to ensure any financial claims being made by team colleagues are an accurate reflection on the costs being incurred.

Ensure all Datix incidents are investigated and actioned as appropriate.

HUMAN RESOURCES

Day to Day line management responsibilities for NEPTS Communications Assistants teams, carrying out performance reviews, call auditing and validation to ensure that National call taking standards are met and achieved.

To maintain regular, effective and timely two-way communications with all members of the team ensuring all feedback from staff is acknowledged and actioned.

Support, mentor and coach team members in order each may achieve their full potential.

Undertake monthly Individual Performance Reviews (IPR's) and an annual effective PDAR with all members of your team.

Ensure all Trust staff, regardless of line management responsibility are demonstrating our core values, working at all time in line with Trust policies, procedures and agreed processes.

Responsible for the Health and Safety of all direct reports, undertake regular safety checks, risk assessments, ensuring all staff are operating within a safe working environment.

Support individuals to maximise their health and wellbeing in order to deliver the best patient outcomes.

Support direct reports during periods of absence caused by sickness, hold return to work interviews, document the same, initiate and record any welfare support that is either identified or requested.

Escalate any issues or concerns in relation to either the performance or wellbeing of any team member to the relevant NEPTS Control Manager.

Demonstrate an understanding of, and commitment to the principles of equal opportunities, equality and diversity.

To deal with grievances, disciplinary matters at first line management level, as per current policies.

To assist in investigations relating to complaints, misconduct, poor job performance in accordance with Trust Policies and Procedures.

FREEDOM TO ACT

The ability to work with minimal supervision, prioritise workloads effectively and efficiently, demonstrating excellent time management techniques.

Deliver the NEPTS locally within broad national constraints.

Promote leadership and management styles that encourage local innovation and creativity, finding new solutions that help promote patient experience within a prudent healthcare arena.

PHYSICAL EFFORT

Minimal physical effort is required whilst undertaking NET Centre duties.

MENTAL EFFORT

Medium level of concentration required to manage, coordinate and deliver training

EMOTIONAL EFFORT

Minimal distressing or emotional circumstances can be experienced when handling concerns / OTS from patients and/or their relatives and/or when dealing with sensitive staff issues.

WORKING CONDITIONS

Some travel may be required

Be able to, when required work at other NET Centres across Wales.

Daily use of Visual Display Units (VDU's)

This job description is intended to serve as a guide to the responsibilities of the post. As a learning organisation, these responsibilities will be reviewed in the light of experience and new knowledge, helping the business to modernise and improve within an ever changing working environment.

PERSON SPECIFICATION

| ATTRIBUTES | ESSENTIAL | DESIRABLE | METHOD OF ASSESSMENT |
|---|---|--|---|
| Qualifications, Knowledge & Experience | <p>ILM Level 4 or NVQ level 4 management qualification (or working towards) and Previous managerial and supervisory experience.</p> <p>Evidence of Continual Professional Development</p> | <p>Training Qualification (for example Instructional Methods)</p> <p>Cleric Qualified with experience of working within NEPTS NET Centre / Liaison.</p> <p>NEPTS NET Centre experience</p> <p>Experience of developing and delivering training.</p> <p>Good knowledge of Excel, Word and PowerPoint.</p> <p>Knowledge of NEPTS Project</p> <p>Knowledge of NHS Putting Things Right (PTR) process.</p> | <p>Application form</p> <p>Application form and interview</p> |
| Aptitude and Abilities Skills | <p>Excellent communication and interpersonal skills</p> <p>Able to build positive relationship with business partners and work collaboratively</p> | <p>Ability to speak Welsh</p> <p>Experienced in time management and history of successfully meeting deadlines</p> <p>Well developed analytical skills</p> | <p>Interview</p> |

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| | <p>Ability to translate complex information and simplify in clear and succinct messages</p> <p>Ability to work independently and use initiative to solve problems</p> <p>Ability to deal confidently, tactfully and effectively with people</p> <p>Evidence of close team working to achieve successful outcomes.</p> <p>Ability to influence other team colleagues to deliver their agreed objectives</p> <p>Methodical and logical thinker</p> | <p>Well developed report writing</p> <p>Well developed investigative skills</p> | |
| Personal Qualities | <p>Evidence of integrity, objectivity and fairness</p> <p>Confident, having personal impact, credibility and authority to secure support from peers, staff, the public, partners and other audiences.</p> | | <p>Application Form</p> <p>Interview</p> <p>References</p> |

GENERAL REQUIREMENTS

- **Values:** All employees of the Trust are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation
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- **Healthcare Support Workers:** Healthcare Support Workers make a valuable and important contribution to the delivery of high quality healthcare. The national Code of Conduct for NHS Wales describes the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed within NHS Wales. Health Care Support Workers are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.
- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.

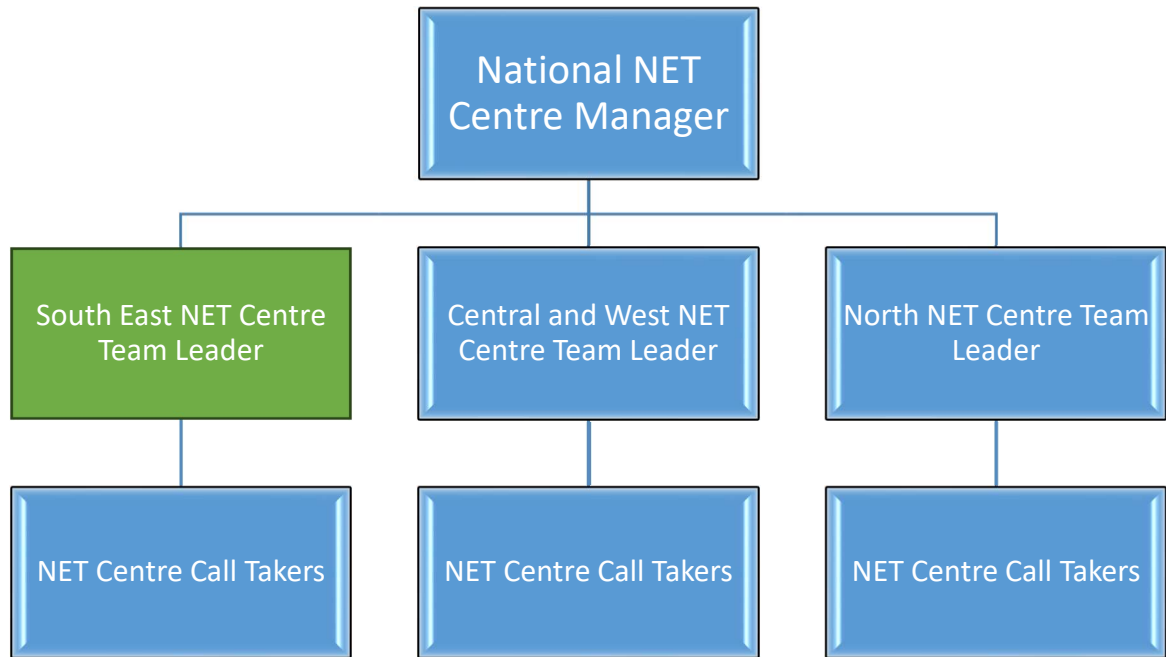
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.
- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.
- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.
- **Welsh Language:** Awareness of the Welsh Language Act and requirements. This could be expanded to include a positive statement about the promotion of the Welsh language in service delivery and employment.
- **Confidentiality of Information:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users. The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the Data Protection Act 1998 and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation (Data Protection Act) and the HB Disciplinary Policy.
- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB is committed to ensuring that no job applicant or employee receives less favourable treatment of any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.
- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report and form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy.

- **Safeguarding Children and Vulnerable Adults:** The organisation is committed to safeguarding children and vulnerable adults. All staff must therefore attend Safeguarding Children training and be aware of their responsibility under the Adult Protection Policy.
- **Infection Control:** The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Health Board Infection Prevention & Control Policies and Procedures
- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation
- **DBS Disclosure Check:** In this role you will have direct contact with patients, service users, children and vulnerable adults in the course of your normal duties. You will therefore be required to apply for a Criminal Record Bureau Enhance Disclosure Check as part of the Trust's pre-employment check procedure
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board sites, including buildings and grounds, are smoke free.

Flexibility Statement: The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

Job Title: NEPTS NET Centre Team Leader

Organisational Structure



Supplementary Job Description Information

Please complete information on Physical Effort, Mental Effort, Emotional Effort and Working Conditions in order to assist the Job Matching process.

Physical Effort

This factor measures the nature, frequency and duration of physical effort (sustained effort at a similar level or sudden explosive effort) required for the job.

Please ensure any circumstances that may affect the degree of effort required, such as working in an awkward position; lifting heavy weights etc. are detailed, such as:

'Working in uncomfortable/unpleasant physical conditions; sitting in restricted positions; repetitive movements; lifting heavy weights; manipulating objects; kneeling, crouching, twisting; heavy duty cleaning; working at heights; using controlled restraint; driving as part of daily job - **N.B. Walking /driving to work is not included'**

| Examples of Typical effort(s) | How often per day / week / month | For how long? | Additional Comments |
|---|-------------------------------------|-------------------------|--|
| Driving | Monthly | Up to 4 hours per day | Attending meetings / 121 PDAR's with staff members |
| Observation of NEPTS Operational staff to get a better understanding of the service and gather feedback | Monthly | Up to 8 hours per month | |

Mental Effort

This factor measures the nature, level, frequency and duration of mental effort required for the job, for example, concentration, responding to unpredictable work patterns, interruptions and the need to meet deadlines.

Please identify the normal requirement to concentrate in the post and determine, how often and for how long it is required to concentrate during a shift / working day, e.g. :

'Carrying out formal student assessments; carrying out clinical/social care interventions; checking documents; taking detailed minutes at meetings; operating machinery/equipment; carrying out screening tests/microscope work; carrying out complex calculations; carrying out nonclinical fault finding; responding to emergency bleep; driving a vehicle; examining or assessing patients/clients.

| Examples of Typical effort(s) | How often per day / week / month? | For how long? | Additional Comments |
|-------------------------------|-----------------------------------|------------------------|---------------------|
| Analysis of complex data | Day | Up to 1 hours per day | |
| Developing Training Packages | Week | Up to 1 hours per week | |
| Staff Management | Day | Up to 8 hours per day | |

Emotional Effort

This factor measures the nature, frequency and duration demands of the emotional effort required to undertake clinical or non clinical duties that are generally considered to be distressing and/or emotionally demanding.

Please identify how often the post holder has exposure to direct and/or indirect distressing and/or emotional circumstances and the type of situations they are required to deal with.

For example, 'processing (e.g. typing/transmitting) news of highly distressing events; giving unwelcome news to patients/clients/carers/staff; caring for the terminally ill; dealing with difficult situations/circumstances; designated to provide emotional support to front line staff; communicating life changing events; dealing with people with challenging behaviour; arriving at the scene of an accident.' **N.B. Fear of Violence is measured under Working Conditions**

| Examples of Typical effort(s) | How often per week / month? | For how long? | Additional Comments |
|--|-----------------------------|------------------------|---------------------|
| Managing staff sickness | Week | 4 hours per week | |
| Dealing with difficult situations regarding feedback to staff who fail to meet adequate standard of training | Week | Up to 8 hours per week | |
| Validating calls | Daily | 1 hour | |

Working Conditions

This factor measures the nature, frequency and duration of demands on staff arising from inevitably adverse environmental conditions (such as inclement weather, extreme heat/cold, smells, noise and fumes) and hazards, which are unavoidable (**even with the strictest health and safety controls**), such as road traffic accidents, spills of harmful chemicals, aggressive behaviour of patients, clients, relatives, carers.

Please identify unpleasant working conditions or hazards which are encountered in the post holder's working environment and establish how often and for how long they are exposed to them during a working day / week / month.

Examples are – use of VDU more or less continuously; unpleasant substances/non-household waste; infectious material/foul linen; body fluids, faeces, vomit; dust/dirt; fleas/lice; humidity; contaminated equipment or work areas; driving/being driven in normal or emergency situations -

***Driving to and from work is not included**

| Examples of Typical Conditions | How often per week / month? | For how long? | Additional Comments |
|--|-----------------------------|---------------------|---------------------|
| Use of various VDU in different environments | Daily | majority of the day | |

