



## JOB DESCRIPTION

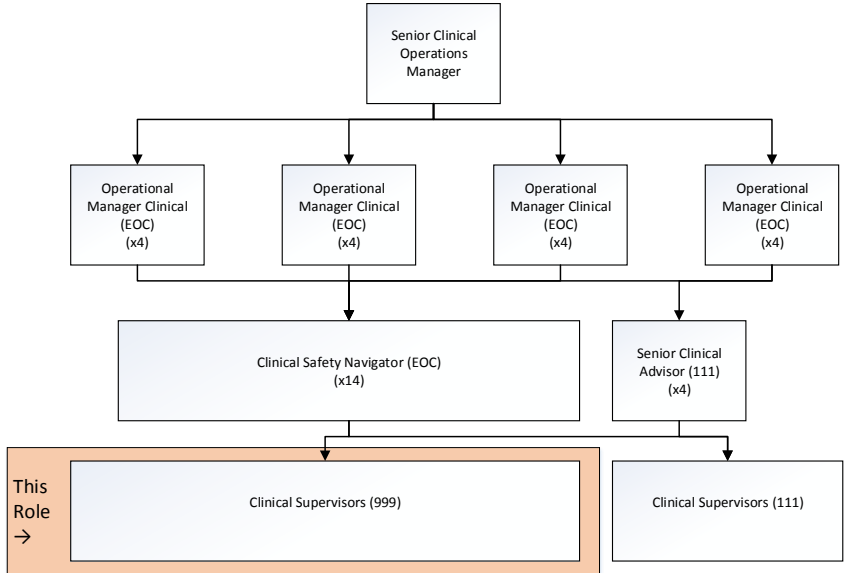
### Clinical Supervisor

<b>Accountable To:</b>	Senior Clinical Operations Manager
<b>Responsible To:</b>	Clinical Safety Navigator
<b>AFC Banding</b>	Band 6
<b>Level of Accountability</b>	The post holder will work autonomously to agreed objectives for the service. In addition, there will be regular review and monitoring meetings. Objectives will be set, but the post holder will determine how results are best achieved.
<b>Base:</b>	Emergency Operations Centre (EOC) East (Coxheath), West (Crawley).
<b>Key Relationships</b>	Operating Unit Manager - EOC - (OUM) Senior Clinical Operations Manager - (SCOM) Operations Manager Clinical - (OMC) Clinical Safety Navigator - (CSN) Emergency Operations Centre Manager - (EOCM) Dispatcher Team leader - (DTL) Emergency Medical Advisor Team Leader - (EMATL) Resource Dispatcher - (RD) Response Desk Co-ordinator - (RDC) Emergency Medical Advisor - (EMA)
<b>Job Purpose:</b>	<p>To provide clinical supervision and mentoring for the NHS Pathways call triage system and Trust's Emergency Medical Advisors (EMAs) and dispatch staff and functions.</p> <p>Provide remote clinical triage to appropriate incidents using clinical decision support software and where applicable provide home management advice to discharge patients from the Trust's care.</p> <p>To provide support in the clinical prioritisation of incidents to ensure that our patients receive the right care at the right time. This will be done by using evidence based practice and national guidelines, ensuring patient safety at all times.</p> <p>To provide remote clinical leadership, information regarding referral pathways, safeguarding and care guidance to front-line ambulance clinicians.</p>

	To provide leadership and decisions relating to capacity and consent in the EOC.
<b>Key Duties:</b>	<p>Communicate with patients and callers at their level of understanding, culture and background. Remain courteous and professional at all times.</p> <p>Validate and review all suitable incidents in the EOC utilising the NHS Pathways call triage system</p> <p>Provide Home Management Advice: specific symptom management and worsening instructions to patients, utilising the NHS Pathways Module 2 Clinicians Module to provide safe, consented discharge of patients from the care of the organisation</p> <p>To provide advance remote clinical assessment skills to patients via the EOC as required</p> <p>Actively manage and prioritise referrals to the Clinical Supervisors utilising the Trust's Computer Aided Dispatch system (CAD)</p> <p>Utilise the NHS Pathways call triage software, ensuring all details received from caller/patient are accurately entered. Any additional notes will be entered accurately in line with national clinical clerking guidelines in the CAD incident log.</p> <p>Initiate appropriate action, utilising appropriate resources based on the telephone discussion with caller.</p> <p>Proactively undertake call backs or welfare checks on patients where clinically necessary.</p> <p>Handling calls in an appropriate manner, which is safe, clinically/situationally appropriate and evidence based in line with the patient's needs.</p> <p>Communicate effectively and sensitively with colleagues and other Health Care Professionals and other emergency services to ensure patients receive the most appropriate care available, this includes:</p> <ul style="list-style-type: none"> <li>• Accessing information regarding patient's care plans and medical history</li> <li>• Liaising with other Healthcare Professionals, including paramedics, doctors, GP, nurses, Allied Healthcare Professionals and Social Care professionals from primary and secondary care as well as third sector organisations</li> <li>• Referral to a range of professional and organisations as is clinically appropriate: referral options will be provided by the Directory of Services (DoS) system, however it may be necessary to act on initiative to access referral opportunities</li> </ul>

	<ul style="list-style-type: none"> <li>• Direct liaison with the HEMS desk, flight operations and clinicians</li> <li>• Liaison with other emergency services, including Coastguard, Police, Fire, military as required</li> </ul> <p>Provide additional call taking support at times of high demand for 999, urgent and routine calls.</p> <p>Provide appropriate remote clinical supervision to clinical and non-clinical staff within SECamb.</p> <p>Provide clinical supervision and mentoring for the EMAs.</p> <p>Ensure that confidentiality of patients, staff and other aspects of the Trust's business is maintained at all times, in line with information governance legislation.</p> <p>Ensure productivity levels for telephone advice are high, by proactively identifying suitable calls.</p> <p>Maintain an awareness of mandatory performance standards and their relevance on a day to day basis.</p> <p>The post holder will ensure they carry out their duties in a manner that maintains and promotes the principles and practice of infection prevention and control in compliance with national standards, Trust policies, guidelines and procedures.</p> <p>Liaise with other agencies/disciplines involved in the provision of care and treatment of patients and promote and develop cross trust partnership working.</p> <p>Maintain required standards of clinical competence and qualifications, through continuing professional development.</p> <p>Demonstrate an understanding and application of evidence based practice.</p> <p>Undertake other additional clinical skills, which have been formally agreed by the Trust.</p> <p>Where necessary, ensure continuity of care by following up on and managing patients already seen by another health care professional, including support the role of the Paramedic Practitioner (PP) within the Trust.</p> <p>Demonstrate a developing ability to process and communicate complex facts, and interprets and acts appropriately on the information with a large degree of autonomy.</p> <p>Demonstrate innovative ways of meeting individual patient and population needs within the confines of the Trust policies. Always work within the appropriate clinical scope</p>
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	<p>of practice and Trust guidelines.</p> <p>Recognises and acts on their own personal and clinical development needs.</p> <p>Recognise the limits of their own practice.</p> <p>Participates in the development, mentorship and clinical supervision of staff and students.</p> <p>Shows an ability to organise self and others workload in an effective and efficient way</p> <p>Demonstrates a high standard of clinical information collection and documentation, and a use of all guidance around the collection and storage of information under the existing local and national guidance.</p> <p>Identifies and assists in the collection of data for audit and research purposes as required.</p> <p>Demonstrate personal accountability in their everyday practice and an understanding of their responsibility for staff to which they delegate actions.</p> <p>Undertake EMA audit, and feedback clinically relevant information where necessary.</p> <p>Regularly participates in locality and directorate meetings as required.</p> <p>The post holder will be expected to adopt a flexible attitude to take account of the changing needs of the service as dictated by patient and organisational need.</p> <p>The post holder will ensure compliance with the requirements of Caldicott, the Data Protection and the Human Rights Acts and other relevant legislation and guidance.</p> <p>To contribute to a healthy and safe working environment by adhering to health and safety regulations and Trust policies.</p> <p>The post holder may be required to carry out a job of equal or less value than this post with relevant training to maintain service delivery, including providing direct clinical care.</p> <p>To provide supervisory management of a regional EOC during periods of short notice absence, as required.</p> <p>To adapt their triage for higher acuity patients during a major incident when a response time might be protracted.</p>
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	<p>To build a good rapport with the community when dealing with incidents that do not require an ambulance response.</p> <p>Support operational staff members with clinical decision making and pathways.</p> <p>To assist with social care issues such as end of life care.</p>
<b>Organisation Chart</b>	<p>The role fits into the rest of the organisation as seen in the below organogram.</p>  <pre> graph TD     SCSM[Senior Clinical Operations Manager] --&gt; EOC1[Operational Manager Clinical (EOC) (x4)]     SCSM --&gt; EOC2[Operational Manager Clinical (EOC) (x4)]     SCSM --&gt; EOC3[Operational Manager Clinical (EOC) (x4)]     SCSM --&gt; EOC4[Operational Manager Clinical (EOC) (x4)]     EOC1 --&gt; CSN[Clinical Safety Navigator (EOC) (x14)]     EOC2 --&gt; CSN     EOC3 --&gt; CSN     EOC4 --&gt; CSN     EOC1 --&gt; SCA[Senior Clinical Advisor (111) (x4)]     EOC2 --&gt; SCA     EOC3 --&gt; SCA     EOC4 --&gt; SCA     CSN --&gt; CS999[Clinical Supervisors (999)]     SCA --&gt; CS111[Clinical Supervisors (111)]   </pre>
<b>Corporate Governance</b>	<p>Provide leadership to staff within the defined area of management responsibility.</p> <p>Maintain good corporate and clinical governance arrangements, including risk management.</p> <p>Embrace high standards of employment practice and act in accordance with the appropriate corporate governance.</p> <p>Promote the vision, values and goals of the organisation.</p>
<b>Performance Management</b>	<p>Ensure that the Trust's funds are properly used, represent value for money and can withstand public scrutiny, for example using equipment and consumables carefully.</p> <p>Act within Standing Orders and Standing Financial Instructions of the Trust.</p>
<b>Health, Safety and Security</b>	<p>Manage health, safety and security issues in own area of responsibility.</p> <p>Work safely, including being able to select appropriate hazard control and risk management, reduction or elimination techniques in a safe manner and in accordance with health and safety legislation.</p> <p>Select appropriate personal protective equipment and use</p>

	<p>it correctly.</p> <p>Establish safe environments for practice, which minimise risks to service users, those treating them and others, including the use of hazard control and particularly infection control.</p> <p>Apply appropriate moving and handling techniques.</p> <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>
<b>Policies</b>	<p>The duties and responsibilities of the post will be undertaken in accordance with the policies, procedures and practices of the Trust, which may be amended from time to time.</p> <p>Patient Safety is a key priority for the Trust. It is your responsibility to ensure that you are fully compliant with SECamb policies and procedures in respect of patient safety, for example Risk Management, Infection Prevention and Control, Safeguarding children and vulnerable adults.</p> <p>Uniform (where supplied) must be worn correctly, (including displaying name badge), and in a clean and tidy manner. The post holder is required to maintain the highest standards of personal hygiene.</p>
<b>Values</b>	<p>The Clinical Supervisor will be required to demonstrate compassionate care in their daily work and adopt the 6 Cs - NHS values essential to compassionate care i.e. Care, Compassion, Competence, Communication, Courage and Commitment. Post- holders will also be required to understand and work in accordance with the NHS constitution and actively role model the Trust corporate values, putting the patient at the heart of their work.</p>
<b>Disclosure and Barring Service Check</b>	<p>We are committed to the safeguarding and welfare of children and vulnerable adults.</p> <p>This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions. The process will be completed as part of your pre-employment checks and repeated every 3 years as a minimum. Your suitability for this position (based on the results of the DBS) will form an important condition of your ongoing employment.</p>

<b>Equality and Diversity/Equal Opportunities</b>	The Trust recognises the need for a diverse workforce and is committed to Equal Opportunities. It seeks to eliminate unlawful discrimination against colleagues, potential employees, patients or clients on the grounds of sex, marital status, disability, sexual orientation, gender identity, age, race, ethnic or national origin, religion, pregnancy/maternity, political opinion, or trade union membership and to promote equality of opportunity and good relations between staff and clients. Individuals, including volunteers, contractors and temporary workers, must at all times indicate an acceptance of these principles and fulfil their responsibilities with regard to equality legislation and the Trust's Equality Diversity and Human Rights Policy and protocols. Similarly all individuals have a responsibility to highlight any potentially discriminatory practice to their line manager, human resources department or trade union/professional associations, ensure that they treat everyone with respect and consideration and attend relevant mandatory training.
<b>Confidentiality / Data Protection / Freedom of Information</b>	
<b>Review</b>	This JD reflects the principle duties of the post as identified at date of issue. It may be subject to amendment in the light of the changing needs of the service, and will be reviewed periodically.

### PERSON SPECIFICATION

	<b>Essential</b>	<b>Desirable</b>
<b>Knowledge</b>	<p>High levels of current clinical knowledge.</p> <p>Commitment to and evidence of Continuous Professional Development.</p> <p>Commitment to clinical review and evidence-based practice.</p> <p>Working knowledge of clinical governance.</p>	<p>Working knowledge of Health and Safety relating to working with computers.</p> <p>Knowledge of ambulance service working and clinical policies and procedures.</p>
<b>Skills</b>	<p>Medically fit, the role requires applicants to work rotating shifts to provide 24/7 cover and possible operational incidents.</p> <p>No current disciplinary or performance issues outstanding.</p>	

	<p>Professional attitude and appearance.</p> <p>Understanding and commitment to equal opportunities.</p> <p>Able to remain calm under pressure</p> <p>Being assertive whilst appropriately empathetic</p> <p>Tact and diplomacy</p> <p>Work independently and as part of a team</p> <p>Highly organised and priority conscious.</p> <p>Ability to work on their own initiative without direct supervision.</p> <p>Willing to wear and maintain uniform.</p> <p>Strong listening and communication skills with a caring and compassionate approach.</p> <p>Strong team worker with a collaborative style.</p> <p>Ability to multi task and prioritise existing workloads using a methodical and systematic approach to work.</p> <p>Ability to communicate with people from different professional backgrounds and at all levels.</p> <p>Ability to manage risks and defuse stressful situations and aggressive patients, including well developed personal stress management techniques.</p> <p>Ability to use reflective practice and participate in peer review.</p> <p>Literate and numerate.</p>	
<b>Experience</b>	Experience of mentoring/training junior staff and sharing knowledge and skills.	Experience of telephone triage using NHS Pathways software.



		Experience of a Computer Aided Dispatch system.
<b>Professional Qualifications</b>	<p>The post holder should have a good general education, with evidence of formal qualifications at GCSE/A level or above.</p> <p>The post holder should hold a recognised higher education qualification for example Bachelor's Degree/Diploma in Paramedic Science, Paramedic Studies or Paramedic Practice or have the BTECH Level 4 Paramedic qualification or have completed the IHCD Paramedic qualification. Alternatively they may have completed a BSc/DipHE or equivalent in Nursing.</p> <p>Professional registration is the sole responsibility of the paramedic/nurse, and failure to remain on the register may lead to suspension from duty.</p> <p>HCPC Registered Paramedic. Minimum of 3 years qualified practice at Ambulance Technician level or equivalent, of which at least 2 years must be as Registered Paramedic. The 3 years Clinical practice time cannot include time spent as a Student Paramedic.</p> <p>OR</p> <p>NMC Registered Nurse. Minimum of 3 years' post registration with relevant clinical practice as a nurse in front line acute or chronic care, or telephone-based triage.</p> <p>Evidence of undertaking regular update training and continuous personal/professional development in accordance with HPC regulations and Trust requirements as amended from time to time.</p>	
<b>Professional Registration and Membership of</b>	He/she must be registered as a Paramedic with the Health & Care Professions Council (HCPC) (or NMC for Nurses) and have current registration. Professional registration is	

<b>Professional Body</b>	<p>the sole responsibility of the employee, and failure to remain on the register may lead to suspension from duty.</p> <p>A commitment to personal and professional development is essential and membership of the College of Paramedics or other professional body is desirable.</p>	
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Reviewed by Mark Haydon (OMC), Emma Webber (OMC) and Samira Usman (HR). 1<sup>st</sup> March 2019.