

Isle of Man
Public Service
Careers



Head of Ambulance Service

Hospitals Directorate

Job Information

Working together for the Isle of Man



Job Description

Job Title:	Head of Ambulance and Paramedic Services
Band:	8c (p)
Division:	Manx Care, Care Group 2 – Urgent and Emergency Care & Medicine
Job Evaluation Reference No:	1143/JE/21
Responsible to:	General Manager – Care Group 2
Responsible for:	Senior Paramedics X 4

Overview

This is a key leadership role within Manx Care, working within the Care Group responsible for Medicine, Urgent and Emergency Care and the Ambulance Service. The post holder is responsible and accountable to the Manx Care Board for the provision of strategic leadership, operational oversight and delivery of the Isle of Man Ambulance Service (IMAS). The post holder will deliver professional leadership and management to all, ensuring good governance, risk and finance management are in place and business development is undertaken. The Head of Service will contribute to the planning and implementation of the transformative future integration of community, pre-hospital care and hospital-based health services. This will include providing proactive and visible leadership, supporting and challenging members of the Care Group Board and the Urgent and Emergency Care triumvirate. The post holder will be responsible for the implementation of the agreed proposals for Ambulance Service redesign across Manx Care.

The post holder is responsible for providing efficient, effective and safe emergency land ambulance, civilian air ambulance - fixed wing and rotary wing - including during major motorsport events e.g. the TT and urgent transport ambulance services across the Isle of Man.



There is also a requirement to provide professional and clinical advice on the patient transport services provided by the Department of Infrastructure.

The post holder will direct and manage the resources of the service to ensure procedures are in place to ensure appropriate activation and response times are achieved to meet agreed key performance indicators. Ensure that regular and comprehensive reviews are undertaken of the workforce profile to meet projected demand patterns and succession planning requirements. The workforce should continue to develop, increasing in diversity, by promoting equality of opportunity and inclusion.

The post holder will lead, role model and promote a culture that delivers high clinical performance, effective internal and external communication strategies, strong performance management, operational and clinical outcomes. The post holder will support and encourage education and training and ensure staff and volunteers are appropriately trained and provided with the opportunity to meet and exceed professional, statutory and mandatory requirements.

The post holder will take part in strategic working groups to provide professional input to new estate and infrastructure projects, models of care and ambulance vehicle/equipment procurement.

The post holder will assist with the development and implementation of policy and standard operating procedures and liaise directly with and manage key stakeholders, including the Emergency Services Joint Control Room (ESJCR), in order to deliver the safest and highest quality standards of pre-hospital care that are appropriate. They will be astute and politically aware, in order to identify when there may be a requirement to engage with or brief the Manx Care Board or provide a Ministerial Briefing on appropriate subjects or courses of action.

Working in conjunction with the Head of Emergency Planning, other services, and Care Group leads there is a requirement to develop, challenge and test emergency incident plans. This includes on-island and off-island support and agencies. As Head of Service the post holder, will lead on the ambulance expertise and advice to other agencies during incidents.

The post holder will oversee the service Risk Register and formulate plans to mitigate risk where appropriate and practicable. Extreme risks will be escalated to Urgent and Emergency Care triumvirate and the Care Group Board to be included on the Manx Care corporate Risk Register.

Provide and receive highly complex, sensitive information and then relay this information in a manner that is easily understood to staff, patients, service users, relatives, carers and clinical staff. Provide empathetic and appropriate reassurance, and in some situations communicate effectively to diffuse confrontational situations or behaviour.

The post holder is responsible for ensuring that they and the service are up to date with clinical best practice and emerging technologies or procedures, and they must meet the requirements for registration as a Paramedic with the Health Professions Council.

CARE

In Manx Care we pride ourselves on being committed, appreciative, respectful and excellent. CARE represents what we are about, what we stand for and what we value. All our recruitment, performance management and development is based on our CARE ethos.

Job Purpose

The Head of the Ambulance Service on the Isle of Man is the professional lead for the delivery of an ambulance service that meets the needs of the Island's population. They are responsible for the leading, managing, assuring and developing the service. They will work closely with colleagues across Manx Care and more widely to transform the service in accordance with Manx Care's required outcomes priorities and in the creation of the best small island health care system in the world. Due to the working nature of a small service and its limited managerial resources, the post holder will have or attain the specialist knowledge and experience needed to manage the broad aspects of service delivery, working in conjunction with other agencies and healthcare professions.

Duties and Responsibilities

Ensure resources are available on a day to day basis, to meet the demands of the island's population requiring emergency ambulance assistance. This includes the proactive leadership and management of staff, overseeing rotas, monitoring staff attendance levels, overseeing equipment and fleet availability and maintenance, and reviewing performance data to ensure the service is meeting agreed response and outcome targets.

Act as the high-profile, visible leader of the Isle of Man Ambulance Service by promoting a consistent and clear role modelling of Manx Care's values and promoting its vision for a truly integrated world-class health care system.

To work within the Medicine, Urgent and Emergency Care and the Ambulance Service Care Group Performance, Governance and Culture Committee to set objectives and promote a collaborative working culture within the care group and with partner agencies.

Provide managerial supervision, support, advice and direction to the Senior Paramedic Officers and Team Leaders through collaboration, engagement with personal development, coaching and mentorship. Implement a performance management culture in line with policies and OHR advice. Promote equality and inclusion, ensuring the workforce develops in an increasingly diverse way to meet the challenges of the future and to adapt to new ways of working.

Direct and manage the provision of a professional urgent and emergency service, through review and evaluation and by continually seeking to motivate and improve. Establish a supportive, fair and transparent culture that encourages and enables all parts of the workforce to meet and exceed the required standards and values.



Conduct investigations on receipt of complaints or Clinical Governance concerns, and recommend and implement actions to prevent similar incidents, such as identifying training needs, designing revised guidelines and offering guidance.

Ensuring that the resources allocated to the service are used and dispatched in the most efficient and effective way, and that are responsive to meeting changing demand. Ensuring that the service is complying with legislation affecting the operational and clinical functions of the service.

Work with the Care Group to review service capital expenditure. Plan and predict budget pressures, to ensure a safe and efficiently funded service, via the use of business cases and succession planning.

Maintain and plan for emergency preparedness, response and resilience using the Joint Emergency Services Interoperability Planning principles. Maintain the team's operational competencies and resources and direct incidents at strategic and tactical levels.

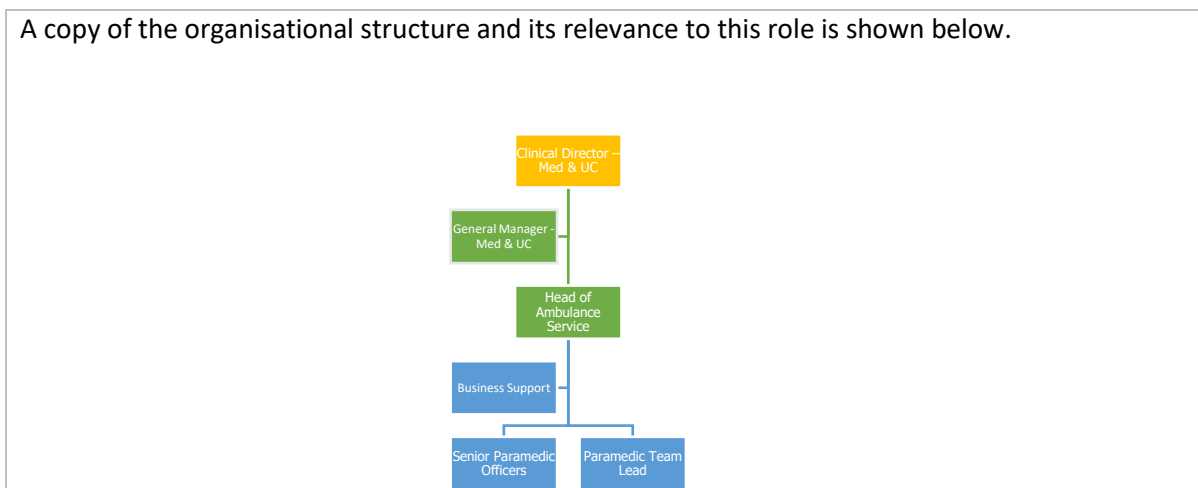
Provide ambulance service integration at various clinical and operational working groups, e.g. mental health and wellbeing partnerships and service user forums. Promoting the beneficial and informative aspects of the service using various media outlets such as press releases, social media and face to face meetings.

Undertake research and prepare reports for the Board or outside agencies, taking account of conflicting demands, data protection, complex facts to analyse, interpret and evaluate.

Follow Isle of Man Government/Manx Care management policies and procedures including Financial Regulations, as well as adhering to the Management of Health and Safety Regulations.

Organisational Structure

A copy of the organisational structure and its relevance to this role is shown below.



Communication and Relationship Skills

The communication and relationship skill requirements of this role are:

- Communicate, establish and maintain relationships and gain the cooperation of others.
- Motivate, negotiate, persuade, make presentations, train others, empathise, communicate unpleasant news sensitively and provide counselling and reassurance.
- Provide and receive highly complex, sensitive information and then relay this information in a level that is understandable to patients, relatives, carers and clinical staff. Provides empathetic and reassurance skills and in certain situations communicates to diffuse confrontational behaviour.
- Communicate where there are barriers to communication such as physical or foreign languages.
- Frequently attend patient case conferences and communicate with other clinicians to resolve problems that have been identified.
- Decides upon use of technical communications such as Radio telephony or data transfer.
- Will attend multidisciplinary meetings with other healthcare services, emergency services or other Government Departments to aid cross boundary working and problem solving.
- The post holder will produce regular reports that although include sometimes complex information, they deliver them in a form that is clear to understand, this may involve attending meetings and giving presentations, delivering training to a variety of disciplines and levels.
- The post holder will hold training meetings for staff as well as drop in sessions, and will work with individuals or groups who are identified as having problems understanding the aims of the service in relation to their own performance.
- The post holder will be expected to meet with Volunteer groups and the General Public to assist with community based initiatives.

Knowledge, training and experience required to do the job

The knowledge, training and experience required to do the job are:

- Have evidence of/or working towards obtaining further academic qualifications in regard to Health Service Management or equivalent, and a minimum of five years' experience as an ambulance manager.
- Understand the principles of evaluation and research methodologies which enable the integration of theoretical perspectives; and research evidence into the design and implementation of effective paramedic practice, and the theories supporting problem solving and clinical reasoning.
- The post holder will work a nominal working week of 37.5 hours, however, due to the working nature of a small service and its limited managerial resources, the post will be expected to work additional hours when the needs of the service demand.
- The post holder will have completed at least 5 years as a paramedic, providing clinical hands on care to patients. They will be required to maintain standards of competence to practice clinically as a Paramedic and to meet the requirements to remain registered with

the Health Professions Council. There is a requirement to provide on call, operational and clinical support as part of the Senior Paramedic Duty Officer rota, usually two sessions per week.

- The post holder must be imaginative, resourceful, innovative, approachable and able to demonstrate an in-depth knowledge of clinical practice and apply leadership principles.
- Be able to respond as required to any emergency or incident as a Senior Officer and provide strategic and tactical command for the Ambulance Service.
- Have excellent organisational skills, which are essential, as is the ability to motivate and manage clinical/non clinical staff and volunteers. Recognise, promote and integrate the role of other professions in health and social care.
- Have appropriate IT skills, and the ability to frequently provide regular statistical reports which will assist with future planning.
- Be able to provide evidence of suitable senior management experience, and successful change management in an ambulance service or similar environment.
- Have knowledge of control centre systems and call centre triage procedures.

Analytical and Judgement Skills

The analytical and judgement skill requirements of this role are:

- Appropriate analytical and judgemental skills required to fulfil the job responsibilities satisfactorily.
- Analytical skills to diagnose a problem or illness and understand complex situations or information.
- Judgemental skills to formulate solutions and recommend/decide on the best course of action/treatment.

Planning & Organisational Skills

The planning and organisation skill requirements of this role are:

- The skills required for activities such as planning or organising clinical or non-clinical services, departments, rotas, meetings, conferences and for strategic planning.
- Those required to meet the complexity and degree of uncertainty involved in the delivery of an Ambulance Service and the associated activities.

Physical Skills

The physical skill requirements of this role are:

- The physical skills required to fulfil the job duties.
- The hand-eye co-ordination, sensory skills (sight, hearing, touch, taste, smell), dexterity, manipulation, and the requirements for speed and accuracy, keyboard and driving skills.

Patient/Client Care

The patient/client care requirements of this role are:

- Involvement in the provision of care or treatment to patients/clients.
- The responsibility to maintain records of care/treatment/advice/tests.
- Respond to queries, complaints and compliments, conducting investigations where appropriate and compiling formal reports and responses on behalf of Manx Care.

Policy and Service Development

The policy and service development requirements of this role are:

- The development and implementation of policy and/or services.
- Contribution to the relevant decision making processes, for instance, making recommendations to the Manx Care Board.
- Devising and refining relevant policies, procedures and services, relating to the Ambulance Service function, and more widely across Manx Care, the third sector and government.

Financial and Physical Resources

The financial and physical resource requirements of this role are:

- Responsible and accountable for all Ambulance Service financial resources (including invoice payment, budgets, revenues, income generation); and physical assets (including clinical, office and other equipment; tools and instruments; vehicles, plant and machinery; premises, fittings and fixtures; personal possessions of patients/service users or others; goods, produce, stocks and supplies).
- Monitoring financial positions on a month-by-month basis and being held responsible and accountable for the financial performance of the Ambulance Service.

Human Resources

The Human Resource requirements of this role are:

- Responsible and accountable for the job management, supervision, co-ordination, teaching, training and development staff, students/trainees and others across the Ambulance Service.
- Including work planning and allocation; checking and evaluating work; undertaking clinical supervision; identifying training needs; developing and/or implementing training programmes; teaching staff, students or trainees; and continuing professional development (CPD).

- Responsible and accountable for all Ambulance Service personnel functions, such as recruitment, discipline, appraisal and career development and the long term development of human resources.

Information Resources

The information resource requirements of this role are:

- Responsible and accountable for all Ambulance service information resources (e.g. computerised; paper based and all other mediums) and information systems (both hardware and software e.g. medical records).
- Responsible and accountable for security; processing and generating information; creation, updating and maintenance of information databases or systems.
- Ensuring all information encountered in the Ambulance Service and more widely across Manx Care is treated as confidential.

Research and Development

The research and development requirements of this role are:

- Responsible and accountable for informal and formal clinical or non-clinical research and development (R & D) activities underpinned by appropriate methodology and documentation, including formal testing or evaluation of drugs, or clinical or non-clinical equipment.
- Responsible and accountable for the initiation, implementation, oversight of research and development activities, whether it is an integral part of the work or research for personal development purposes.

Freedom to Act

The freedom to act requirements of this role are:

- Responsible and accountable for their own actions and those of others in the Ambulance Service, to use own initiative and act independently; and the discretion given to the jobholders to take action.
- Responsible and accountable for freedom to act imposed by the Ambulance Service, for example, the level supervisory control imposed; the instructions given, procedures, practices and policies; professional, technical or occupational codes of practice or other ethical guidelines; the nature or system in which the Ambulance Service operates; and the adherence to all statutory responsibilities in relation to service provision.

Confidentiality

In the course of your duties you may have access to confidential material about patients, members of staff or other business of the Department. On no account must information relating to identifiable patients be divulged to anyone other than authorised persons, for example, medical, nursing or other professional staff, as appropriate, who are concerned directly with the care, diagnosis and /or treatment of the patient. If you are in any doubt whatsoever as to the authority of a person or body asking for information of this nature, you must seek advice from your manager. Similarly, no information of a personal or confidential nature concerning individual members of staff should be divulged to anyone without the proper authority having first been given. Failure to observe these rules will be regarded by your employers as gross misconduct which could result in disciplinary action being taken against you. In the case of information held on computer systems, you may be held personally liable if you in any way knowingly contravene the appropriate terms of the Data Protection Act 2018.

Health & Safety

It is the duty of all employees to work in such a way that accidents to themselves and to others are avoided, and to co-operate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their respective line managers. Similarly, it is each person's responsibility to ensure a secure environment and bring any breaches of security to the attention of their managers.

In the absence of Manager/ Deputy Manager, the Registered Nurse is responsible for all patients, staff, allied health professionals, the building and all safety protocols.

Safeguarding

The Isle of Man is committed to safeguarding and promoting the welfare of children, young people and adults at risk and expects staff to share this commitment.

Staff must work in accordance with all health and social care policies relating to safeguarding.

Job Description Appendix 1

Physical, mental and emotional demands of the job and working conditions

Physical Effort

- Due to the nature of the role of the Ambulance Service you may be required to frequently undertake sustained physical effort in the care of patients and service users as required by the role. This include working in an awkward position or confined space.

Mental Effort

- In leading the Ambulance Service you will be required to maintain high and sustained levels of concentration, responding to unpredictable work patterns, interruptions and the need to meet deadlines.

Emotional Effort

- Due to the nature of the role of leading the Ambulance Service, there will be frequent and sustained demands on your emotional effort that will be required to undertake clinical or non-clinical duties that are generally considered to be distressing and/or emotionally demanding.

Working Conditions

- There will be demands arising from the inevitably adverse environmental conditions you will encounter (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, service users, relatives or carers.

Agreement of above description

I have read and agree with the above description

Job Holder's Name (please print)

Date:

Job Holder's Signature

Date:

Line Manager's Name (please print)

Line Manager's Signature





Person Specification

Job Title:	Head of Ambulance and Paramedic Services
Department:	Manx Care
Division:	Care Group 2
Band:	8c (p)

Attributes	Essential (E) or Desirable (D)	Method of Assessment
Qualifications <ul style="list-style-type: none"> • Registered with HCPC as Paramedic • Clean Driving License for 3 years Cat D1 C1 • Emergency Response Driving Certified. • Recognised Senior Management/training Certificate • Management Studies Degree or equivalent experience • Teaching Qualification • Health Studies/Public Health Degree • Home Office or equivalent Strategic or Tactical 	E E E E E D D E	Registration check License Check/Driving Assessment Certificates Application Form Interview
Experience <ul style="list-style-type: none"> • Substantial experience of operating effectively at a senior level within an organisation • IT Skills • 5 years Ambulance Paramedic • 5 years' experience in ambulance training/management & knowledge 	E E E E D	Application Interview

of control centre systems <ul style="list-style-type: none"> IT Certification 		
Attributes <ul style="list-style-type: none"> Physically fit able to undertake the role Self-motivated Knowledge of risk, governance and quality improvement strategies Good communication skills both in writing and verbal. Evidence of involvement in service improvement within planned timeframe and resource allocation Professional approach to work at high standards, physical and mental stamina to be able to lead and respond decisively under immensely pressured circumstances 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>Application/ Interview with portfolio</p> <p>Interview</p> <p>Interview</p>
CARE <ul style="list-style-type: none"> COMMITMENT to improving and transforming the Ambulance Service and ensuring it meets the needs of the Island with a focus on delivering the best outcomes for patients and service users. APPRECIATION of the challenges faced by the workforce and by Manx Care in the delivery of the service and the demands placed upon others in the delivery of transformative change. RESPECT for patients, service users, carers, the public, our workforce and the people of the Isle of Man. Strive for EXCELLENCE in every aspect of the delivery of the Ambulance Service's role and remit. 	<p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p>
Circumstances and Interests <ul style="list-style-type: none"> Advanced Police Checks Isle of Man Worker 	<p>E</p> <p>D</p>	<p>Pre-employment Checks</p>