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**Ambulance Officer (Education and Competency Assurance Officer)**

**Job Specification & Terms and Conditions**

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| **Job Title and Grade** | **Ambulance Officer (Education and Competency Assurance Officer)**  (Grade Code 6122) |
| **Campaign Reference** | NRS05401 |
| **Closing Date** | Tuesday, 7th November 2017 at 12:00 Noon |
| **Proposed Interview Date (s)** | Late November 2017 |
| **Taking up Appointment** | A start date will be indicated at job offer stage. |
| **Location of Post** | **The National Ambulance Service**  A panel may be formed for this campaign for the The National Ambulance Service from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled. |
| **Informal Enquiries** | Macartan Hughes, Chief Ambulance Officer, Education and Competency Assurance, **email:** [macartan.hughes@hse.ie](mailto:macartan.hughes@hse.ie),  **tel:** 01 4631652 |
| **Details of Service** | The National Ambulance Service (NAS) is the statutory pre-hospital emergency and intermediate care provider for the State. In the Dublin metropolitan area, ambulance services which are funded by the HSE are provided by the NAS and Dublin Fire Brigade.  The NAS mission is to serve the needs of patients and the public as part of an integrated health system, through the provision of high quality, safe and patient centred services. This care begins immediately at the time that the emergency call is received, continues through to the safe treatment, transportation and handover of the patient to the clinical team at the receiving hospital or emergency department.  Serving a population of almost 4.6 million people, the NAS responds to over 300,000 ambulance calls each year, employs over 1,600 staff across 100 locations and has a fleet of approximately 500 vehicles. In conjunction with its partners the NAS transports approximately 4,800 patients via an Intermediate Care Service, co-ordinates and dispatches more than 800 Aero Medical / Air Ambulance calls, completes 600 paediatric and neonatal transfers and supports Community First Responder Schemes across the state.  The following are the Educational sites available nationally:   * National Ambulance Service College Tallaght * National Ambulance Service College Ballinasloe * National Ambulance Service Area South * National Ambulance Service Area North Leinster * National Ambulance Service Area West   As part of the HSE Programme for Health Service Improvement the National Ambulance Service is implementing a strategic plan, Vision2020, which is focused on ensuring the delivery of patient centred care. It brings together recommendations from a wide series of reviews into a single plan. A critical element of this is the implementation of a new model of care that will see the service utilise other alternative services for our patients than the emergency department. A key feature of the strategic plan is the implementation of a number of action plans for key enablers for the National Ambulance Service including our Human Resources, Fleet and Equipment, Estates, Digital and Communications. |
| **Reporting Relationship** | Chief Ambulance Officer - Head of Education and Competency Assurance or designated  alternate  Staff reporting to this role for educational purposes may include any candidate / student engaged on a NAS College or NAS in-service based training course and anyone as directed by Chief Ambulance Officer - Head of Education and Competency Assurance who he/ she deems appropriate.  A review of management structures in NAS is underway and may require some future change for NAS officer roles and reporting relationships. |
| **Purpose of the Post** | The main purpose of the post is the provision of education, achievement and maintenance of educational standards, monitoring and directing clinical supervision in consultation with the Operations Performance Team and the provision of clinical support and audit in collaboration and under the direction of the Medical Directorate.  Responsible for managing any candidate/student member(s) engaged in any instructional or education related duties.  Responsible for monitoring and evaluation of the efficiency and effectiveness of current clinical services and promotion of effective and workable policies and work practices that are customer focused, quality driven and support service objectives.  S/he will also advise and prepare reports on internal and external environmental factors that have the potential to impact on service delivery.  In order to address exigencies of the service, candidates should note that appointees will be expected to interchange between roles at Ambulance Officer level, subject to holding the necessary qualifications, where required to do so at the discretion of the relevant senior manager or designated alternate (Reference: National Ambulance Transport Supervisors Agreement 1999) |
| **Principal Duties and Responsibilities** | **People Management and Education**  *The Ambulance Officer, (Education and Competency Assurance) will:*   * Identify the education needs for NAS staff (Managerial, Administrative, Operational, Control, etc.) and contribute to the development and implementation of subsequent national plans and timescales. * Initiate and maintain all associated records in a computerised format and prepare monthly reports relating to progress on implementation of these reports. * Implement and oversee the Induction Programme and education of new entrants to the NAS in any grade. * Provide leadership within their area of service delivery by communicating a vision and inspiring others to work towards common goals. * Delegate appropriate responsibility and authority to appropriately qualified Instructors empowering them to carry out tasks fitting to their role and assisting them in the prioritising of tasks relevant to Education and Competency Assurance. * Work with and communicate with staff, service users, union officials and other stakeholders in relation to Training and Development issues. * Identify future staffing needs and participate in selection & recruitment of high quality personnel including the management of the aptitude testing process. * Pro-actively seek opportunities for development of self and others, based on individual need and service priorities. * Validate payroll claims by staff undertaking training programmes. * Agree performance objectives for self with the Head of Education and Competency Assurance. * Support other managers in the performance of their duties where required to do so. * Work in collaboration with Operations Resource Managers to arrange staff release for Education and Competency Assurance purposes.   **Clinical Supervision**  *The Ambulance Officer, (Education and Competency Assurance) will:*   * Ensure and support practice in compliance with the Clinical Practice Guidelines issued by PHECC. * Rotate through Ambulance crews and solo responder roles as and when required to evaluate performance and maintain personal competency profile. * Delegate appropriate responsibility and authority to Leading Emergency Medical Technicians, empowering them to carry out tasks fitting to their role and assisting them in the prioritising of tasks. * Organise and supervise the experiential phase of the Control, Paramedic and Advanced Paramedic Education Programmes and support students in achieving their educational qualifications. * Monitor the clinical performance of operational and control staff within approved guidelines, Standing Operational Procedures and carry out appraisals as required. * Oversee the completion and management of Patient Care Reports by Ambulance crews, ensuring patient confidentiality and strict compliance with data protection regulations in conjunction with Operational Resource Managers and Leading Emergency Medical Technicians.   **Clinical Support and Audit**  *The Ambulance Officer, (Education and Competency Assurance) will:*   * Oversee the NAS’s contribution to Continuing Professional Developmental opportunities availed of by individual staff members. * Liaise with local medical and nursing staff, in particular Emergency Department Consultants and staff who interact with the NAS. * Monitor and implement clinical audit procedures relating to staff performance and ensure remedial training is carried out. * Support and improve the quality of service and patient care in close liaison with the Medical Directorate.   **Financial and Resource Management**  *The Ambulance Officer, (Education and Competency Assurance) will:*   * Ensure all essential and planned maintenance of training equipment is carried out in the most cost effective manner. * Ensure that effective systems and arrangements are complied with to support the financial management of the NAS within allocated budget. * Ensure that appropriate maintenance contracts are in place for training equipment and that these are implemented and subject to on-going review. * Prepare and implement Standing Operational Procedures required to improve the clinical performance of the Ambulance Service.   **Service Planning & Delivery**  *The Ambulance Officer, (Education and Competency Assurance) will:*   * Be part of the resource pool available for response to emergency calls, subject to holding appropriate qualifications (PHECC Advanced Paramedic). * Take a lead role in engaging with and supporting the establishment and support of First Responder Schemes. * Maintain & review appropriate data, records and information with a view to producing timely management reports. * Anticipate issues / difficulties where possible, and find solutions to problems. * Actively participate in the service planning & review process, based on a thorough analysis of all relevant information and develop quality service options for appraisal, which are responsive to consumer need. * Maintain & review appropriate regional and national data, records and information with a view to producing timely management reports. * Participate in multidisciplinary / interagency activities as appropriate including the maintenance of relationships with voluntary organisations. * Develop and implement projects as assigned by the Head of Education and Competency Assurance or designated alternate.   **Risk Management & Business Continuity**  *The Ambulance Officer, (Education and Competency Assurance) will:*   * Ensure that all training and educational activities comply with Health and Safety legislation, the NAS’s Health and Safety Statements and Pre Hospital Emergency Care Council (PHECC) Standards. * Ensure all new staff are familiarised with the Service’s Health and Safety Statement as part of Service’s Induction process. * Participate in Health and Safety Committees where required. * Be personally responsible for not undertaking any task or action which would knowingly cause risk to themselves, others, or to the Health Service Executive Ambulance Service. * As far as is reasonably practicable attempt to prevent other people from undertaking tasks or actions which would knowingly cause risk to themselves, others, or to the HSE National Ambulance Service. * Identify and report actual or potential hazards/risks in the work environment in accordance with the HSE National Ambulance Service Safety Statement. * Participate in briefing/training sessions and carry out any agreed control measures and duties as instructed. * Take immediate action to minimise risks where it is reasonably practicable to do so. * Assist in the development and implementation of codes of best practice. * Ensure that clinical complaints concerning the NAS are investigated promptly and in accordance with HSE Policy and that remedial action is taken where appropriate. * Ensure that policy documentation, including PCRs, is safely stored, managed and made available to relevant staff /users. * Liaise with appropriate representatives both within and without of the organisation on emergency planning matters and keep up to date with national and local emergency planning best practice, policies and procedures. * Be available to act as Duty Manager if required during special events or crises. * Ensure the NAS is capable of effective response to untoward incidents. * Act within the principles of the Framework for Major Emergency Management (FMEM) during major emergencies if the need arises and to carry such communications equipment as necessary and to be familiar with the Major Emergency Plan. * If required, provide leadership and support during multi-casualty incidents, and other critical incidents including incident de-briefs. * Be expected to respond to emergencies without impacting on the quality of their work so as to contribute to personal credibility, an improvement in response-time performance and clinical outcomes. In this regard, candidates will be personally responsible for the maintenance of any associated CPD. * Participate in exercises and training sessions designed to improve the ability of the NAS to respond to a Major Emergency.   **Quality Assurance**  *The Ambulance Officer, (Education and Competency Assurance) will:*   * The NASC and the Education and Competency Assurance Team ensures the on-going quality improvement of its teaching and course delivery through constant internal quality assurance reviews This includes regular evaluation of all courses delivered in line with PHECC Training Standards, faculty staff and student feedback. * These reviews are managed by the NASC Education Manager who has overall responsibility for quality assurance in NASC with the assistance of the ECAO.   **Confidentiality**  *The Ambulance Officer, (Education and Competency Assurance) will:*   * Maintain confidentiality in relation to personal data held for colleagues and patients, ensuring it is processed lawfully; for no purpose other than for which it was intended; is relevant to that purpose; is retained for no longer than is necessary; is processed in accordance with the rights of the subject to access and accuracy; and is protected from accidental loss or damage in accordance with the requirements of the Data Protection Act 1988 and 2003, and records management guidance. * Maintain confidentiality of patient identifiable personal data using a non-identifiable alternative, where practicable, and limiting access on a strictly need to know basis.   **Other Requirements of the Post**   * May be expected to use a marked Officer Response Vehicle during working /on call hours. Where unavailable, s/he will need access to transport as the post may involve frequent travel. * Will be expected to respond to emergencies without impacting on the quality of their work so as to contribute to improvement in response times, performance and clinical outcomes * In this regard, will be personally responsible for the maintenance of any associated CPD * Be required to carry a mobile telephone/email and/or pager for urgent or necessary calls/contact during and outside working hours. * Be required to participate in on call hours or any out of hours arrangements, as required. * Have a working knowledge of the Health Information and Quality Authority (HIQA) Standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etcand comply with associated HSE protocols for implementing and maintaining these standards as appropriate to the role. * To support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service.   **The above Job Specification is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to him/her from time to time and to contribute to the development of the post while in office.** |
| **Eligibility Criteria**  **Qualifications and/ or experience** | **1. Professional Qualifications, Experience, etc**   1. Eligible applicants will be those who on the closing date for the competition:  |  |  | | --- | --- | | (i) | Be currently registered or be eligible to be registered on the Advanced Paramedic Division of the Pre Hospital Emergency Care Council (PHECC) Register. | |  | **And** | | (ii) | Hold, as a minimum, a PHECC Assistant Tutor qualification | |  | **Or** | | (iii) | Hold an equivalent of (ii) above | |  | **And** | | (iv) | Be the holder of a full unendorsed Class C1 driving licence or eligible to be granted one by the relevant Irish authority **\*see Note1**  **And** |  1. Candidates must possess the requisite knowledge and ability, including a high standard of suitability and management ability), for the proper discharge of the office.   **2. Age**  Age restrictions shall only apply to a candidate where he/she is not classified as a new entrant (within the meaning of the Public Service Superannuation Act, 2004). A candidate who is not classified as a new entrant must be under 65 years of age on the first day of the month in which the latest date for receiving completed application forms for the office occurs.  **3. Health**  A candidate for and any person holding the office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.  **4. Character**  Each candidate for and any person holding the office must be of good character.  **\*Note 1 -** If you are eligible to be granted a C1 drivers licence by the relevant Irish authority but do not have it recorded on your current driving licence you will remain dormant\*\* on the panel. This means that you will not be offered any post until you inform HBS Recruit that your equivalent C1 licence is now recorded on your driving licence by the relevant Irish authority.  **\*\*Dormant** = you retain your place on the panel but you are not contacted about opportunities |
| **Post Specific Requirements** | **N/A** |
| **Other requirements specific to the post** | Access to appropriate transport to fulfil the requirements of the role as the post will involve travel. |
| **Skills, competencies and/or knowledge** | **Professional Knowledge**   * Demonstrate a high degree of commitment, professionalism and dedication to the philosophy of quality health care provision. * Knowledge of Health Service reforms and how they impact on the National Ambulance Service. * Have a working knowledge of the Health Information and Quality Authority (HIQA) standards as they apply to the role, for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc and comply with associated HSE protocols for implementing and maintaining these standards as appropriate to the role. * Have a working knowledge of the PHECC standards as they apply to the role. * Demonstrate a sound knowledge of Human Resource management and practice in Staff Development * Demonstrate knowledge of Training and Instructional Techniques * Demonstrate evidence of working collaboratively with multiple stakeholders. * Excellent MS Office skills to include, Word, Excel and PowerPoint. * Knowledge and experience of using an email system effectively e.g. Outlook, Lotus Notes * Knowledge of the health service including a good knowledge of HSE reform   **Planning and Managing Resources**   * Demonstrate the ability to effectively manage NAS resources and practice * Demonstrate the ability to plan and prioritise resources to ensure safe practice and maximise effectiveness to the service.   **Initiation and Management of Change**   * Demonstrate commitment as a change agent towards the development of the National Ambulance Service * Demonstrate the ability to effectively lead others * Demonstrate examples of working effectively with people who possess a variety of skills, experience and interests in order to bring maximum benefit to the NAS * Demonstrate sound problem solving/decision making ability * Is innovative and encourages innovation in others   **Managing Self and Others**   * Credible as a leader and decision maker * Demonstrate the ability to identify strengths and weaknesses of team members and provide opportunities for improvement * Demonstrate the ability to work with other members of the multidisciplinary team to ensure maximum effectiveness and efficient use of personnel * Has the ability to effectively motivate others   **Communication Interpersonal Skills**   * Demonstrates effective verbal communication skills, delivering complex information clearly, concisely and confidently to a variety of audiences. * Demonstrates excellent communication, presentation and interpersonal skills. * Presents compelling arguments by understanding and anticipating the agendas of others. Uses information and facts to build an effective case; will involve and consult with key stakeholders tactfully and listen to their views. * Ability to work in partnership with a wide variety of stakeholders * Demonstrate an ability to build and maintain relationships/work as part of a multi-disciplinary team * Effective conflict management skill.   **Commitment to a Quality Service**   * Evidence of incorporating the needs of the service user into service delivery * Evidence of practicing and promoting a strong focus on delivering high quality customer service for internal and external customers * Demonstrate on-going CPD activity * Evidence of setting high standards of performance for self and others, ensuring accurate attention to detail and consistent adherence to procedures and current standards within area of responsibility |
| **Campaign Specific Selection Process**  **Ranking/Shortlisting / Interview** | A ranking and or shortlisting exercise may be carried out on the basis of information supplied in your application form. The criteria for ranking and or shortlisting are based on the requirements of the post as outlined in the eligibility criteria and skills, competencies and/or knowledge section of this job specification. Therefore it is very important that you think about your experience in light of those requirements.  Failure to include information regarding these requirements may result in you not being called forward to the next stage of the selection process.  Those successful at the ranking stage of this process (where applied) will be placed on an order of merit and will be called to interview in ‘bands’ depending on the service needs of the organisation. |
| **Code of Practice** | The Health Service Executive will run this campaign in compliance with the Code of Practice prepared by the Commission for Public Service Appointments (CPSA). The Code of Practice sets out how the core principles of probity, merit, equity and fairness might be applied on a principle basis. The Code also specifies the responsibilities placed on candidates, facilities for feedback to applicants on matters relating to their application when requested, and outlines procedures in relation to requests for a review of the recruitment and selection process and review in relation to allegations of a breach of the Code of Practice. Additional information on the HSE’s review process is available in the document posted with each vacancy entitled “Code of Practice, Information for Candidates”.  Codes of practice are published by the CPSA and are available on [www.hse.ie/eng/staff/jobs](http://www.hse.ie/eng/staff/jobs) in the document posted with each vacancy entitled “Code of Practice, Information for Candidates” or on [www.cpsa.ie](http://www.cpsa.ie). |
| The reform programme outlined for the Health Services may impact on this role and as structures change the job description may be reviewed.  This job description is a guide to the general range of duties assigned to the post holder. It is intended to be neither definitive nor restrictive and is subject to periodic review with the employee concerned. | |



**Ambulance Officer (Education and Competency Assurance)**

**Terms and Conditions of Employment**

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| **Tenure** | These posts are pensionable. A panel may be created from which permanent and specified purpose vacancies of full or part time duration may be filled. The tenure of these posts will be indicated at “expression of interest” stage.  Appointment as an employee of the Health Service Executive is governed by the Health Act 2004 and the Public Service Management (Recruitment and Appointments) Act 2004 and Public Service Management (Recruitment and Appointments) Amendment Act 2013. |
| **Remuneration** | The Salary scale for the post as at 01/04/17 is: €45,849 – €46,954 – €48,289 – €50,797 – €52,293 – €**54,157** – €**56,032** (LSI) |
| **Working Week** | The standard working week applying to the post is to be confirmed at Job Offer stage.  As a management structure review is currently underway in NAS, the manner in which contract hours are worked may be subject to future change.  HSE Circular 003-2009 “Matching Working Patterns to Service Needs (Extended Working Day / Week Arrangements); Framework for Implementation of Clause 30.4 of Towards 2016” applies. Under the terms of this circular, all new entrants and staff appointed to promotional posts from Dec 16th 2008 will be required to work agreed roster / on call arrangements as advised by their line manager. Contracted hours of work are liable to change between the hours of 8am-8pm over seven days to meet the requirements for extended day services in accordance with the terms of the Framework Agreement (Implementation of Clause 30.4 of Towards 2016). |
| **On Call Requirement** | You will be required to participate in on call hours or any out of hours arrangements, as required.    As a management structure review is currently underway in NAS, the manner in which contract hours are worked may be subject to future change. |
| **Communication** | You will be required to carry a mobile telephone/email and/or pager for urgent or necessary calls/contact during and outside working hours. |
| **Annual Leave** | The annual leave associated with the post will be confirmed at Job Offer stage. |
| **Superannuation** | This is a pensionable position with the HSE. The successful candidate will upon appointment become a member of the appropriate pension scheme. Pension scheme membership will be notified within the contract of employment. Members of pre-existing pension schemes who transferred to the HSE on the 01st January 2005 pursuant to Section 60 of the Health Act 2004 are entitled to superannuation benefit terms under the HSE Scheme which are no less favourable to those which they were entitled to at 31st December 2004. |
| **Probation** | Every appointment of a person who is not already a permanent officer of the Health Service Executive or of a Local Authority shall be subject to a probationary period of 12 months as stipulated in the Department of Health Circular No.10/71. |
| **Protection of Persons Reporting Child Abuse Act 1998** | As this post is one of those designated under the Protection of Persons Reporting Child Abuse Act 1998, appointment to this post appoints one as a designated officer in accordance with Section 2 of the Act.  You will remain a designated officer for the duration of your appointment to your current post or for the duration of your appointment to such other post as is included in the categories specified in the Ministerial Direction. You will receive full information on your responsibilities under the Act on appointment. |
| **Infection Control** | Have a working knowledge of Health Information and Quality Authority (HIQA) Standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc. and comply with associated HSE protocols for implementing and maintaining these standards as appropriate to the role. |
| **Health & Safety** | It is the responsibility of line managers to ensure that the management of safety, health and welfare is successfully integrated into all activities undertaken within their area of responsibility, so far as is reasonably practicable. Line managers are named and roles and responsibilities detailed in the relevant Site Specific Safety Statement (SSSS).  Key responsibilities include:   * Developing a SSSS for the department/service[[1]](#footnote-1), as applicable, based on the identification of hazards and the assessment of risks, and reviewing/updating same on a regular basis (at least annually) and in the event of any significant change in the work activity or place of work. * Ensuring that Occupational Safety and Health (OSH) is integrated into day-to-day business, providing Systems Of Work (SOW) that are planned, organised, performed, maintained and revised as appropriate, and ensuring that all safety related records are maintained and available for inspection. * Consulting and communicating with staff and safety representatives on OSH matters. * Ensuring a training needs assessment (TNA) is undertaken for employees, facilitating their attendance at statutory OSH training, and ensuring records are maintained for each employee. * Ensuring that all incidents occurring within the relevant department/service are appropriately managed and investigated in accordance with HSE procedures[[2]](#footnote-2). * Seeking advice from health and safety professionals through the National Health and Safety Function Helpdesk as appropriate. * Reviewing the health and safety performance of the ward/department/service and staff through, respectively, local audit and performance achievement meetings for example.   **Note**: Detailed roles and responsibilities of Line Managers are outlined in local SSSS. |

1. A template SSSS and guidelines are available on the National Health and Safety Function/H&S web-pages [↑](#footnote-ref-1)
2. See link on health and safety web-pages to latest Incident Management Policy [↑](#footnote-ref-2)