

SOUTH CENTRAL AMBULANCE SERVICE NHS FOUNDATION TRUST

JOB DESCRIPTION

JOB TITLE: Emergency Dispatch Assistant

DEPARTMENT: Emergency Operations Centre (EOC)

REPORTING TO: EOC Shift Officer

AFC PAY BAND & ENHANCEMENTS: Band 3 + Unsocial hours allowance in line with Section 2 agenda for change terms and conditions

LINE MANAGER TO: N/A

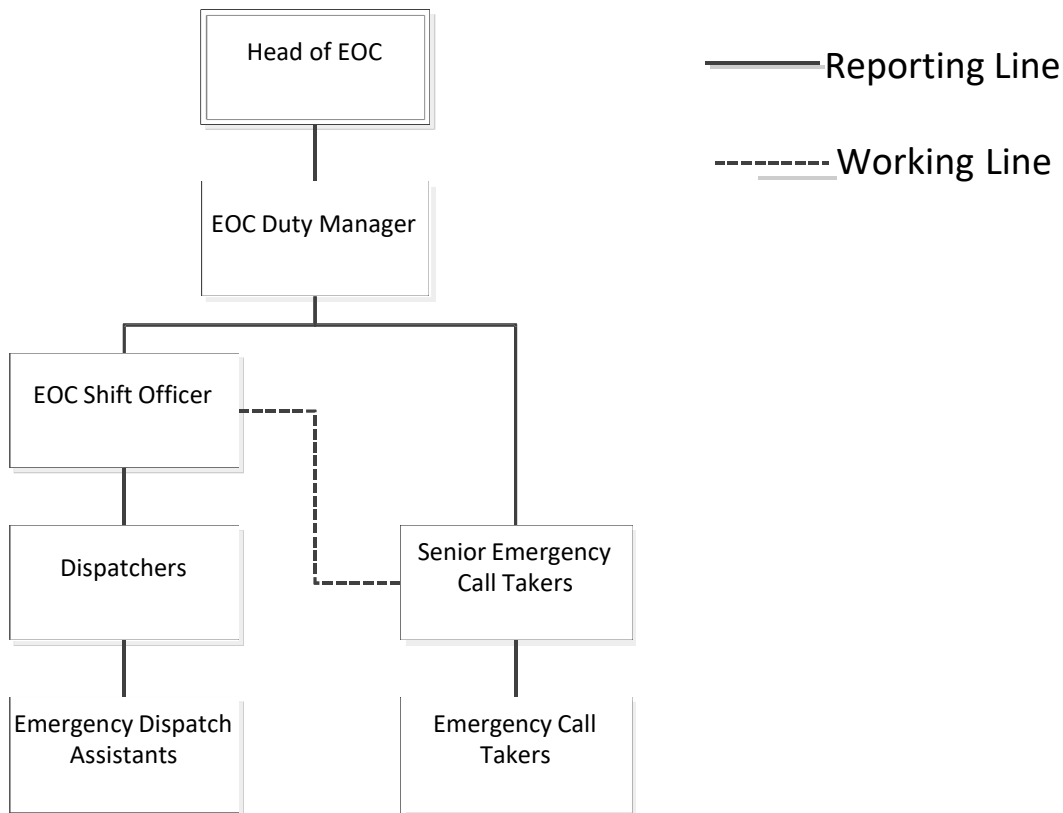
DISCLOSURE & BARRING SERVICE LEVEL: Enhanced

WORK PATTERN: Rotating shift patterns to cover 365 days 24/7

KEY WORKING RELATIONSHIPS (INTERNAL/EXTERNAL):

- Dispatchers (EDs)
- Senior Emergency Call Takers (SECTs)
- Emergency Call Takers (ECTs)
- Patients and/or callers
- EOC Duty Manager
- SCAS Operational Staff
- SCAS EOC Training, Audit and Assurance Teams
- Other Operational Providers including Voluntary Services
- SCAS Non-Emergency Patient Services
- Out of Hours Services (OOH)
- NHS 111 services
- Police/Fire and Rescue/Coastguard/Tri Services/other legal contact Health care professionals (HCPs) including but not limited to GPs
- Other members of SCAS staff including Operational Support Team (Fleet)
Members of the public

ORGANISATIONAL CHART:



OVERALL PURPOSE/ROLE SUMMARY:

To assist the Emergency Dispatchers in the efficient utilisation and dispatch of emergency, urgent and other resources as appropriate, in accordance with agreed performance targets, policies, plans, procedures, contracts and Key Performance Indicators (KPIs)

MAIN DUTIES AND RESPONSIBILITIES:

1. To support and assist the Emergency Dispatchers (EDs) to efficiently and effectively utilise the emergency and other vehicle or personnel resources to respond to emergency and urgent incidents in accordance with Trust policies, plans, procedures, contracts and Key Performance Indicators (KPIs), following their instructions and assisting them with their duties.
2. To assist the EDs to ensure that the System Status Plan (SSP) is maintained in accordance with Trust procedures, ensuring the maintenance of a tactical pattern of resource availability to help meet the demands placed on the organisation by monitoring the SSP and alerting the ED to shortfalls in plan compliance and making alterations to vehicle movements as advised by the ED.

3. To operate the radio, text and computer assisted dispatch systems on behalf of the ED when requested thus ensuring correct and accurate transfer of information, in compliance with DTI and licensing regulations.
4. To ensure all vehicle and incident logs are maintained in accordance with Trust policy, paying particular attention to vehicles status, meal-break recording, VOR recording and to ensure that all alterations to the daily crew sheets are recorded in the appropriate manner.
5. To ensure that all information recording systems (electronic and paper-based) pertaining to this role are completed and processed according to Trust policy procedure and protocols, current legislation and Caldicott guidelines.
6. To assist the EDs in the compilation of exception reports, for example, outlining reasons for delayed dispatch or when KPIs have not been achieved.
7. To play an active role in the delivery of the Service response in the event of a Major Incident.
8. To be familiar with and to adhere to Trust, policies procedures and KPIs.
9. To comply with all audit requirements pertaining to dispatch practice, making appropriate use of the audit reports provided to inform personal compliance, (Emergency Dispatch Assistant) HR Use only: Job Identification Number: Department: Status: Final Date: 27 June 2018 Page 4 of 8 requesting support and or guidance when necessary to ensure individual KPIs are achieved.
10. To work effectively and co-operatively in the team environment.
11. To maintain competency to operate all equipment and information systems used during the course of duties, ensuring the efficient and effective operation and the safe use of equipment at all times, reporting faults in the appropriate manner.
12. To provide support to less qualified or experienced staff, offering professional guidance within the remit of this role, and appropriate to the circumstances.
13. To undertake all mandatory training and other required training related to the professional status of the role.
14. To actively participate in the Trust's annual appraisal process.
15. To maintain professional fitness to practice by completing the Annual Competency Review or other approved competency reviews and by undertaking continuous professional training, maintaining a portfolio of practical evidence, in accordance with the requirements of the national Knowledge and Skills Framework, undertaking regular personal evaluation of personal performance, requesting support or guidance as necessary.
16. To provide cover for the ED during periods of absence.

17. To report any untoward incident immediately and in accordance with Trust policy.
18. To report any incidences of risk, neglect, abuse or endangerment to minors or vulnerable adults in accordance with Trust policy.
19. To undertake general communication duties, including rostered time acting as an ECT when required and to effectively utilise Trust call prioritisation systems.
20. Maintain knowledge and understanding of Trust escalation policies and emergency procedures as necessary.
21. Maintain competency to hold an NHS Pathways Licence and undertake duties commensurate with the role of Emergency Call Taker as required. (Internal, and suitably qualified external, persons only)
22. Undertake any other duties in line with the grade and requirement of the post.

GENERAL INFORMATION:

Changes to this job description:

This is an outline of the job description and may be subject to change according to service needs and developments, which will take place in consultation with the post holder as appropriate.

SCAS Core Values: Teamwork, Innovation, Professionalism, Caring.

Smoking:

South Central Ambulance Service operates a 'No Smoking' policy.

Equality and Diversity:

South Central Ambulance Service is committed to the fair treatment of all people, regardless of their gender, race, colour, ethnicity, ethnic or national origin, citizenship, religion, disability, mental health needs, age, domestic circumstances, social class, sexuality, beliefs, political allegiance or trades union membership.

Health and Safety:

It is the general duty of every employee to take reasonable care for the Health and Safety of themselves and others including the use of necessary safety devices and protective clothing and co-operation with the Trust in meeting its responsibilities under the Health and Safety at Work legislation. The post holder must be aware of individual responsibilities under the Health and Safety at Work Act and identify and report, as necessary, any untoward accident, incident or potentially hazardous environment.

It is the Trust's responsibility to ensure that staff are able to work in a safe and conducive working environment and that responsibilities regarding Health and Safety and staff welfare legislation and best practice are fulfilled throughout their area of responsibility, this will also include undertaking Risk Assessments as and when required.

Infection Control

Infection Prevention and Control: South Central Ambulance Service is committed to reducing the risk of healthcare associated infections. All employees involved directly or indirectly in the provision of healthcare have a duty to cooperate with the Trust's Infection Prevention and Control associated Policies and Procedures to reduce the risk of healthcare associated infections for patient's staff and the public. You will be expected to cooperate with colleagues, contractors and other healthcare providers also involved in patient care directly or indirectly so far as is necessary to enable the Trust to meet its obligations under the Health and Social Care Act 2008.

Safeguarding Children and Vulnerable Adults

Safeguarding Children and Vulnerable Adults: In accordance with Section 11 of the Children Act (2004) and Department of Health guidance 'No secrets' (2000). South Central Ambulance Service is committed to safeguarding and promoting the welfare of Children, Young People and Adults. All staff working with these groups are expected to share a commitment to this. You will be expected to promptly report any concerns relating to the safeguarding of children, young people and / or adults in accordance with agreed policy and procedures. If your own conduct in relation to the safeguarding of children, young people or adults gives cause for concern the Trust's agreed Public Protection Procedures will be followed, alongside implementation of the Disciplinary Procedure where appropriate.

Confidentiality:

The post holder must ensure that personal information for patients, members of staff and all other individuals is kept secure and confidential at all times in compliance with the Data Protection Legislation.

Development:

The post holder will be required to participate in relevant development activities and development reviews.

The job description is not exhaustive and is subject to review in the light of the changing needs of the organisation. Any review of this job description will be undertaken in consultation with the post holder

Name of post holder (please use capitals)

Signature of post holder Date