

SOUTH CENTRAL AMBULANCE SERVICE NHS FOUNDATION TRUST

JOB DESCRIPTION

JOB TITLE: PLANNER (NEPTS)

DEPARTMENT: Commercial Division

REPORTING TO: Lead Planner

AFC PAY BAND & ENHANCEMENTS: BAND 3 (NO USH)

LINE MANAGER TO: N/A

DBS DISCLOSURE LEVEL: ENHANCED

WORK PATTERN: M – F

KEY WORKING RELATIONSHIPS (INTERNAL/EXTERNAL):Internal:

Contact Centre Manager (NEPTS)

Team Leaders (CC)

Senior Operations Managers

Planners (NEPTS)

Dispatchers (NEPTS)

Call Handlers

Volunteer Car Drivers

Emergency Operations Control

External:

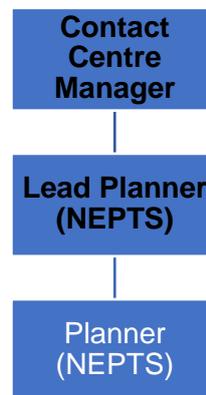
Clients/patients

Relatives/Carers

Health and Social Care professionals

On call personnel.

ORGANISATIONAL CHART:



OVERALL PURPOSE/ROLE SUMMARY

To efficiently allocate available NEPTS resources according to geographical area to ensure that SCAS can meet the requested patient journeys.

To work with hospital departments to ensure SCAS can maximise the utilisation of available vehicles and staff.

Oversee the Patient Information System automated planning function, verifying and making amendments as required to ensure the most efficient and effective use of resources is employed.

To be familiar with and adhere to Service plans, policies, procedures and Key Performance Indicators (KPI's).

MAIN DUTIES AND RESPONSIBILITIES

1. To be responsible for the efficient utilisation of NEPTS resources through agreed area of responsibility by planning the pre booked and short notice transport requests.
2. To effectively prepare the system ready for the plan to be run, e.g. vehicle down time.
3. To negotiate with health care professionals regarding patient appointment time and co ordinate resource availability against demand.
4. To liaise with the NEPTS Operations team if service delivery is to be compromised through lack of resources or sickness.

5. To monitor and inform the Lead Planner if any shortfalls in the resources against demand so that short notice changes can be made or extra resources brought in to cover the pre booked or short notice bookings.
6. To assist in maintaining effective cover at all times by working with the operations team to ensure the resourcing levels are accurate.
7. To work effectively and co-operatively within a team environment and assist the Dispatchers where necessary.
8. Allocate and assign physical resources (manpower and vehicles) using the Patient Transport system.
9. To allocate suitable journeys to the Voluntary Ambulance Car Service.
10. To assist in the organising of any Extra Contractual Referrals (ECR) journeys that may be required following the agreed Standard Operating Procedures relating to ECR's.
11. To ensure 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.
12. Communicate work to resources electronically ready for the next working day and provide a hand over to the despatch team as per Standard Operating Procedure.
13. To undertake any training as deemed necessary by the Trust. This relates to internal and external training
14. To promote and enhance the image of the Trust at all times in accordance with Trust work rules, promoting good relations with the public, patients and other health care professional through effective and communication skills and a polite and professional manner.
15. To participate in relevant team and one to one meetings.
16. To participate in the Appraisal System to culminate in a Personal Development Plan in accordance with the Trust's Policies and Procedures

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 NHS Foundation Trust operates a 'No Smoking' policy.

Equality and Diversity:

South Central Ambulance Service NHS Foundation Trust 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 Trusts 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 NHS Foundation Trust 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 Trusts 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 NHS Trust 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 trusts 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 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.

SCAS expects all staff to conduct themselves in accordance with our values of Caring, Professionalism, Team-work and Innovation. SCAS's 7 values based behaviour sets provide role relevant examples of effective and ineffective behaviours at work. These behavioural guidelines support our staff within their roles and allow them to understand what is expected of them at work.

Examples of the effective behaviours linked to these roles can be found on the SCAS intranet.

During their working lives all staff are expected to familiarise themselves with the behaviour set relevant to their role and conduct themselves in accordance with the relevant behaviours.

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

Post holder's Name:.....

Post holder's Signature:.....

Date: