

## Jersey Emergency Transfer Service (JETS) Manager

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<b>Department:</b>	Health and Community Services	
<b>Section:</b>	JETS - Surgical Care Group	
<b>Reports to:</b>	General Manager / Associate Medical Director – Surgical Care Group	
<b>JE Reference:</b>	HCS1087.1	
<b>Grade:</b>	12	<b>JE Date:</b> 06/05/2022

### Job purpose

Responsible for strategic and operational management of the Jersey Emergency Flight Transfer Service (JETS) for Health and Community Services and Jersey wide care establishments to ensure compliance with corporate policy and service development for the safe transfer of patients to and from Jersey and the United Kingdom.

Responsible and accountable for interpreting corporate and national policies including specific information in order to ensure the long term strategic plans for the Island are met in relation to Flight Transfer Service, whilst providing direct clinical care for patients ranging from those requiring assistance on commercial flights to level 3 transfers including ICU, Neonatal / SCBU, Paediatric and Mental Health (Children and Adult) to improve patient outcomes.

### Job specific outcomes

1. Deliver an island wide emergency transfer service that caters for all age groups and conditions that require tertiary care not available on island. This may include both complex time critical missions and effective use of limited resources to repatriate patients back to Jersey post treatment.
2. Lead on the continuous development of the In-Flight service for Jersey to ensure that services provided comply with the overall strategy of the Air ambulance contract and flight service provision.
3. Implement and develop effective multi-agency links, as the expert in aviation medicine for the Island to ensure the delivery of service is co-ordinated and in line with local and national benchmarks and standards.
4. Provide leadership and guidance for multidisciplinary teams for both the clinical management and decisions to transfer patients safely to enhance care delivery when transferring patients to and from UK tertiary centres. This includes time critical level 3 adult, paediatric and neonatal transfers, and additionally the assessment and transfer of high-risk psychiatric patients from mental health facilities and Jersey Prison.
5. Responsible for developing collaborative working with national and international aeromedical service providers / experts in the aviation and aeromedical industry, ensuring quality assurance and standards of services.
6. Responsible for defining and establishing the service specification required, meeting local, national and international standards to include training needs analysis, quality

improvement activities, audit, co-ordinating in-flight transfer education and training compliance to improve patient care and outcomes. These include but not limited to Civil Aviation Authority (CAA), European Aviation Safety Agency (EASA), Intensive Care Society (ICS) and Association of Anaesthetists of Great Britain & Ireland (AAGBI), recommendations and guidelines.

7. Align the delivery of the service to meet organisational need through the application of effective clinical governance and risk management frameworks to reduce organisational risk.
8. Lead investigations and provide expert direction and recommendations on incidents to ensure compliance with local and national policy to reduce clinical risks and ensure learning from adverse events, including the responsibility of delivering multidisciplinary technical debriefs following internal datix incidents and from other key stakeholders involved in the transfer of patients, to inform learning, change practice where necessary and support staff.
9. Responsible for providing clinical information in the specialist area to support hospital doctors, nurses, allied health professionals, senior managers, patients, and their families / carers regarding the Flight Service to ensure safe patient focused care.
10. Responsible for a budget (circa 2 million per annum – Year 2021) including the tendering and procurement of Air Ambulance provider services jointly with Guernsey and being lead project manager with corporate procurement, Ports of Jersey teams, Guernsey business partners and UK tenderers, whilst ensuring compliance with Financial Direction to ensure efficiency and best value for money for the service and Government of Jersey.
11. Deliver education programmes in the specialist area to all levels of health staff across HCS and island wide partner agencies to ensure compliance with mandatory and national direction to maintain the safety of patients.
12. The post holder will be required to interact with media and marketing to promote the service and increase public awareness of JETS.

### Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

### Organisation chart



## Person Specification

### Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p><b>Qualifications</b> <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>Qualified to Degree level</p> <p>Teaching qualification. e.g. Generic Instructor course (GIC) instructor.</p> <p>External training in advanced aeromedical related course</p> <p>Course director for locally developed training course</p> <p>Registered Healthcare Professional</p> <p>Training in major incident preparedness and business continuity e.g. MIMMS course / Bronze leader training</p>	<p>Specialist training/ experience to masters' level or equivalent</p> <p>Team building/human factors courses.</p> <p>Resuscitation Council (UK) Advanced Life Support instructor.</p> <p>Media Training to enhance skills when liaising with press, radio and TV.</p> <p>Masters Degree</p>
<p><b>Knowledge</b> <i>This relates to the level and breadth of practical knowledge required to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	<p>Highly developed patient physical assessment skills and incorporate effective high level clinical decision making in light of rapidly changing circumstances.</p> <p>Subject Matter Expert level knowledge of Aeromedical guidelines and of National and International safety practices and how to apply these to local environment.</p> <p>Evidence and commitment to relevant continuing professional development to an advanced theoretical and practical level.</p> <p>Evidence of maintaining and updating clinical skills</p> <p>Possess the ability to continually assess and evaluate education and skills development strategies, reflecting upon and responding to feedback, identifying areas for further development.</p> <p>In depth knowledge of Budget Management and forecasting of service spending, working with financial business partners and procurement leads to ensure best value for money and</p>	

	operation within budget constraints and limits.	
<p><b>Technical / Work-based Skills</b> <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>Act as Subject Matter Expert to senior health managers / Government of Jersey, when tendering for new contracts related to aeromedical service and UK tertiary centre provisioning to ensure service specification met and best value for money obtained.</p> <p>Possess a wide range of information technology skills. i.e., MS Word, PowerPoint, Excel</p> <p>Ability to analyse data to inform service delivery</p> <p>Possess excellent skills with regard to aviation medicine and the potential risk that can occur in a broad range of flight transfer scenarios including highly complex level 3 mental health transfers from Prison and mental health facilities.</p> <p>Able to research and be aware of latest innovation in transfer and monitoring devices, needed to transfer complex patients e.g., LifePort systems, incubators and oxygen delivery systems in both road and aircraft, and liaise with partners on the procurement and purchase of new equipment across all flight related areas.</p>	<p>Working knowledge of MS Visio and web design.</p> <p>Working knowledge of both local and national Mental health law required when transferring complex remanded prison and detained clients under article.</p> <p>Proficient in the independent use of a wide range of monitoring and therapeutic equipment including infusion devices and respiratory support equipment. They must also be fully aware of the necessary care of such equipment to ensure patient safety.</p>
<p><b>General Skills/Attributes</b> <i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<p>Excellent communication skills, demonstrating assertiveness together with both negotiation and persuasion skills.</p> <p>Commitment to deliver high quality care.</p> <p>Ability to cope in difficult emotional situations.</p> <p>Leadership skills and ability to be a role model for others.</p> <p>Ability to work flexibly, under pressure and to tight deadlines, at times under extreme pressure is essential.</p>	

	Evidence of change management skills with and understanding of project implementation and delivery.	
<p><b>Experience</b> <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<p>Experience in a variety of senior clinical, and managerial roles, in order to understand complex healthcare organisations in terms of operational and strategic management</p> <p>Experience of working at a senior clinical level within a managerial role</p> <p>A clear understanding of governance issues and the ability to provide leadership through policy in terms of embedding excellence in clinical practice to ensure patient safety and public protection.</p> <p>Subject Matter Expert relating to flight issues, advising senior management, and act as a liaison / advisor to external agencies such as Maritime Coastguard Agency (MCA), partner islands, UK tertiary centres and the Military.</p>	<p>ATLS or similar training</p> <p>Lecturer for external agencies e.g., Clinical Considerations in Aeromedical Transportation (CCAT) course - University of Surrey.</p> <p>Member of professional group or committee e.g. Royal College of Nursing Critical care and In-Flight Nursing.</p> <p>Significant post qualifying experience working in an acute/specialist environment having demonstrated clinical proficiency in the field of critical and trauma care in order to develop and influence practice.</p>
<p><b>Criteria relating to Safeguarding</b> <i>Other requirements needed to confirm suitability to work with vulnerable people e.g. attitudes, skills, experience etc.</i></p>	<p>Require enhanced DBS</p>	<p>Jersey Airport security (GSAT) course completion required for access to airport for weekly checks and training at airport facilities and airport fire service.</p>

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 4 core accountabilities attributes and behaviour indicators.

**The standards relevant to this tier, identified in the States of Jersey core accountabilities attributes and behaviour indicators, are to be attached in a separate document.**