

Patient Transport Service Manager

Department:	Justice and Home Affairs	
Section:	Ambulance Service	
Reports to:	Head of Operations	
JE Ref:	JHA1137	
Grade:	CS11	JE Date: 08/08/2023

Job purpose

This post is accountable for the management of all aspects of the Non-Emergency Transport Service provision of the States of Jersey Ambulance Service. The post holder is therefore responsible for the provision and development of a high quality, efficient and cost-effective transport service between the hospital and various health care settings.

The post will need to balance the managing of Patient Transport staff, supporting individual patient needs whilst engaging with key stakeholders within Health and Community services. The post will provide leadership, direction, coordination, and administration to the Patient Transport Service, including Patient Transport Control. With a variable amount of transport requests, a day, this role is critical in successfully controlling the demand, balancing with available resources, and ensuring delivery of a consistent service for every single patient.

Motivating, engaging, and supporting our Ambulance Care Assistants (ACA'S), working closely with key Government and non-Government departments, working with the Head of Operational Support to successfully manage the Patient Transport Fleet and providing outstanding customer service are the key aspects of this role.

The post holder will work within set parameters to oversee the effective deployment and utilisation of resources, making necessary changes e.g., roster management, resources deployment, service provision development, to ensure optimum utilisation of those resources. This post will also be responsible for identifying areas for improvement and development, implementing plans to support future service delivery and change within the service.

Job specific outcomes

1. Ensure the efficient delivery of the Patient Transport and Patient Transport Control provision within Jersey Ambulance Service, including the management of staff, resources and service improvement, to meet locally defined targets.
2. Monitor the efficiency of the service, providing monthly statistical reports, using the patient transport control system to the senior management team whilst identifying measures to achieve continuous improvement in performance. This will include the review and implementation of rosters, deployment plans and patient flow. Analyse demand levels, making judgements on complex matters such as performance and putting in measures to ensure continual provision of a quality Non-Emergency Transport Service.

3. Manage all absence, by monitoring on a daily/weekly basis, ensuring staff are appropriately supported, encouraging return to work in a timely fashion, ensuring that all required documentation is completed in partnership with Human Resources and in line with organisational policy. Proactively manage and resolve short-term and long-term absence according to organisational policy and procedures.
4. Budget approval on behalf of the Associate Chief Ambulance Officer – Operations and Support for substantial pay budget. Ensuring all areas of responsibility are achieved within established budget undertaking appropriate monitoring to achieve this.
5. Maintain working relationships with all managers and service users within Health and Community Service departments, private sector health care providers and other external stakeholders, attending meetings as required. Attend any multi-disciplinary meetings on behalf of the Patient Transport Service to discuss pressures e.g., winter demand, hospital capacity management.
6. Undertake a direct line management function on behalf of the Head of Operations including performance development, recruitment and selection, disciplinary, grievance, welfare, team building and the setting of SMART individual and team objectives as part of overall performance management.
7. On behalf of the Head of Operations, this post is responsible for the development, implementation and monitoring of new policies, procedures and practices, ensuring good management process is followed. The post holder may also be required to undertake and participate in ad-hoc projects, investigations and workstreams defined by the Head of Operations and Senior Leadership Team.
8. The Patient Transport Service Manager may also be required to support organisational resilience, by acting as an Operational Commander when required and via an on-call system in line with roster and operational requirements of the Service, undertaking relevant command qualifications as appropriate. In the event of a Major Incident, this post may be required to initiate the Major Incident Plan and assume Command taking control on site, providing operational command for triage, treatment and transport. The Commander will be responsible for providing information and advice through briefings to the Tactical Commander (DSO), the health, safety and welfare of all staff under their command and the ongoing completion of risk assessment and management of risk.

Statutory responsibilities

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

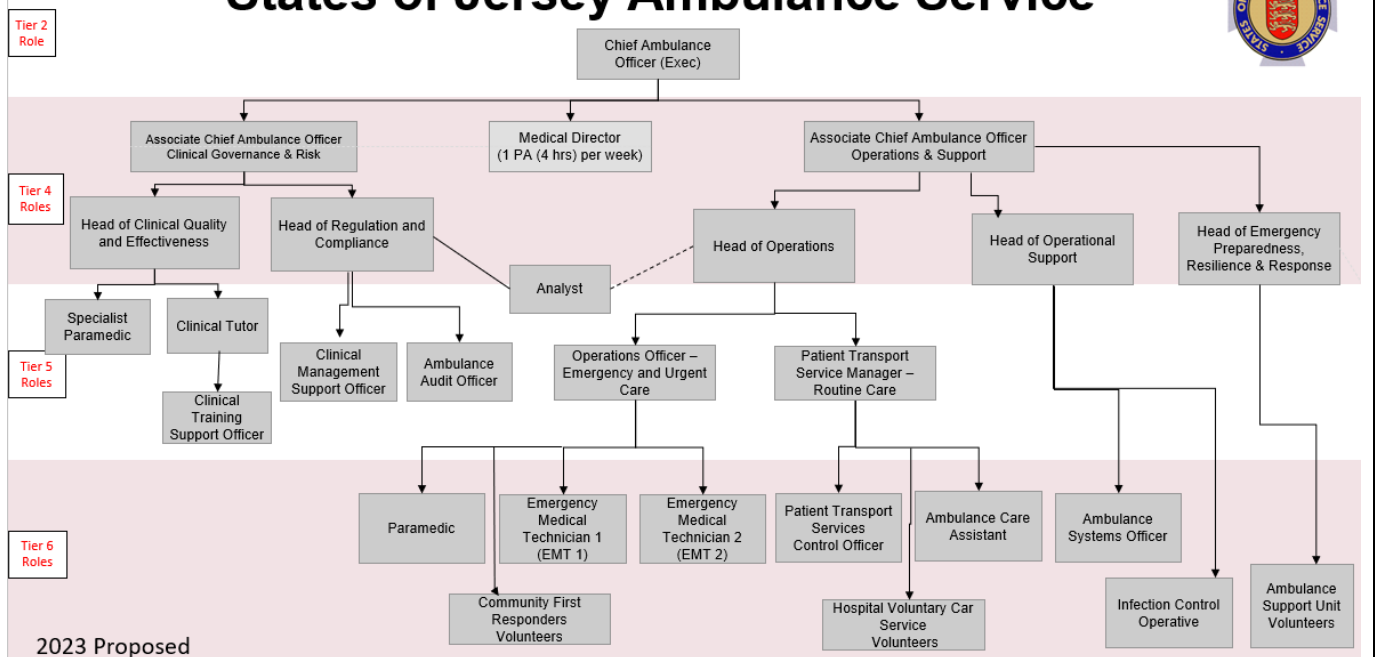
Organisational structure

Government Departments



Organisation chart

States of Jersey Ambulance Service



2023 Proposed

Person Specification

Specific to the role

Describe the knowledge, skills, experience, and qualifications required to perform the job to a satisfactory standard.

It is important to convey what the job requires, rather than what an individual might have, as these may be different. For example, you may have a postgraduate level qualification, however, an A' Level standard qualification is the requirement for the job.

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>Educated to degree level or equivalent experience.</p> <p>A recognised qualification in management at NQF level 3 or equivalent.</p> <p>Have attained or be prepared to attain Operational (Bronze) Command Qualification.</p> <p>Safeguarding awareness training.</p>	
<p>Knowledge <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>An up-to-date knowledge of how the Ambulance Service works in practice.</p> <p>Thorough knowledge of Organisational policies and procedures.</p> <p>Knowledge of emergency and contingency planning and risk management.</p> <p>Knowledge of legislation, codes of practice and mandatory obligations in relation to Ambulance Service operations.</p> <p>In depth knowledge of Ambulance Service Command Occupational Standards, at operational command level.</p>	<p>Experience in both Patient Transport Control and as part of a non-urgent operational crew.</p> <p>A good knowledge of the local or equivalent health systems.</p> <p>Awareness and understanding of the MIS C3 system.</p>

<p>Technical / Work-based Skills <i>This relates to the skills specific to the job, e.g., language fluency, vehicle license etc.</i></p>	<p>Experience in the use of computers, as well as good keyboard skills.</p> <p>Familiarity with non-emergency ambulance operational services.</p> <p>Full, clean driving licence.</p>	<p>Full, clean driving licence with categories C1 & D1</p>
<p>General Skills/Attributes <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>The ability to maintain effective working relationships with Health Professionals and Officers of other 'blue light' services and key stakeholders.</p> <p>Ability to use own initiative, respond promptly and decisively to a variety of demands, and be able to assimilate and respond to information from a variety of sources.</p> <p>Ability to work under extreme pressure, making decisions that could affect the health and safety and wellbeing of service users and staff.</p>	<p>Have a good understanding of working within a budget.</p>
<p>Experience <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 operational type service delivery.</p> <p>Ability to build and motivate a team and demonstrate good leadership qualities with respect from employees.</p> <p>Demonstrate a record of ongoing training and professional development in aspects of the post.</p>	<p>Change agent attributes</p>

Personal Attributes

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 5 core accountabilities attributes and behaviour indicators.