

Ambulance Audit Officer

Department: Justice and Home Affairs

Division: Ambulance

Reports to: Operations Manager

JE Ref: JHA500

Grade: CS08

JE Date: 20/04/2020

Job Purpose

Provide a medical and fire emergency call handling and clinical audit service for the Ambulance Service, ensuring the production of regular reports and analysis, resulting in overall quality improvement, improving patient safety through quality assurance for any islander calling 999 for a medical/fire incident, whilst adhering to the relevant local legislation and policy.

Job Specific Outcomes

1. Undertake audit on calls taken through the Ambulance and Fire service emergency call triage system (Priority Dispatch - ProQA system) for all Combined Control Officers (CCR), resulting in valuable data which will provide regular and consistent feedback/guidance, highlighting high performance and areas for improvement to support the overall quality improvement process in the Combined Control Room.
2. Audit all calls to ensure that the Ambulance and Fire and Rescue elements of the Combined Control Room comply with licensing requirements as set out by the International Academies of Emergency Dispatch (IAED) and ensure all staff are up to date with their relevant qualifications/re-qualifications, enabling the maintenance of licenses to use such systems.
3. Provide analysis and advice to the ambulance management team on any complaints, capability or other investigation matters, where appropriate, some resulting in special case reviews, which require considerable input from the post holder in order to ensure the management team have accurate data and information on which to act upon.
4. Develop quality assurance and performance management systems and processes for the Combined Control Centre and wider Ambulance staff in order to analyse and manage performance across the ambulance service.
5. Provide training or development for staff in line with the agreed performance standards to ensure all staff have the competencies required to undertake their role.
6. Ensure confidentiality of patients, staff and other aspects of services business is maintained at all times, in line with local legislation and policy (including Caldecott principles) to ensure the service is able to adhere to data protection standards.

7. Produce detailed reports and analysis on call review and performance, presenting this to senior managers to inform their decision-making on the overall performance of the Combined Control Centre and Ambulance Service.
8. Maintain required standards of professional competence and qualification through continuing professional development (CPD/CDE), attending relevant courses and achieving necessary system provider (IAED) revalidations.
9. Undertake a range of clinical audits and data collection for the wider service when required in order to ensure that the Ambulance Service meets its governance and clinical governance standards.

Statutory Responsibilities

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

Organisational Structure



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications <i>This relates to the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>Must be qualified to A level or equivalent;</p> <p>Must be qualified in Emergency Medical Dispatch (EMD) and Emergency Fire Dispatch (EFD).</p> <p>Must be qualified in Emergency Dispatch Quality Assurance (EDQ) with the National Academy of Emergency Medical Dispatch and the National Academy of Emergency Fire Dispatch.</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>Required to have up to date knowledge of the latest International Academies of Emergency Dispatch (IAED) performance standards;</p> <p>A comprehensive knowledge in the use of the relevant reporting systems (e.g. AQUA);</p> <p>Working knowledge of auditing practice and procedures related to ambulance clinical matters.</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>Excellent written and verbal communication skills;</p> <p>Good report writing skills;</p> <p>Excellent IT skills (in the use of Microsoft applications)</p> <p>Ability to develop and manipulate spreadsheets and databases to analyse data;</p>	<p>Postholder would ideally have a working knowledge of the Ambulance and Fire & Rescue Service</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>Possess a high standard of written and verbal communication skills.</p> <p>Self motivated with the ability to work on own initiative on a regular basis.</p> <p>Strong interpersonal skills in order to liaise with a wide range of stakeholders within Justice and Home Affairs and within Health and Community Services.</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>Must have relevant experience in the area of Emergency Medical Dispatch and Emergency Fire Dispatch;</p> <p>An understanding and working knowledge of a combined control centre function.</p> <p>An understanding of the concept of audit and clinical audit;</p>	

Core Accountabilities, Attributes and Behaviour Indicators

Delete as appropriate:

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.