

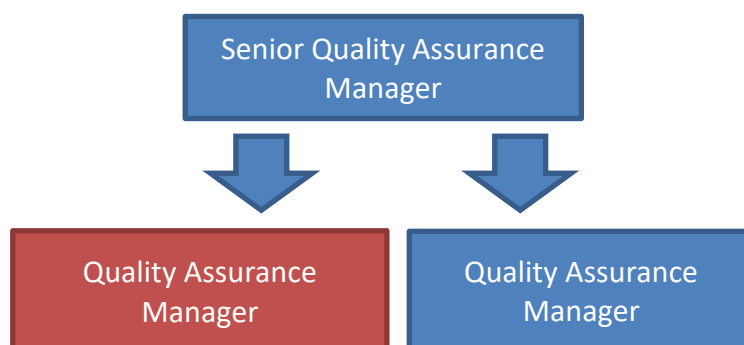


## Job Description

<b>Job Title</b>	Quality Assurance Manager
<b>Band</b>	AfC Band 6
<b>Department/Directorate</b>	999 Operations
<b>Location</b>	HQ Waterloo and Newham Dockside
<b>Reporting to</b>	Senior Quality Assurance Manager

### Job Purpose

- To review calls taken within the Emergency Operations Centres, monitoring performance standards and providing feedback to staff and in addition recording and reporting the results of the work for the purpose of quality improvement. This work is essential in order to ensure that the prioritisation of calls and their management are correct, robust, clinically safe and can be demonstrated to be so.



### Key Result Areas & Performance Indicators

- Provide audit of calls meeting the internal and external contractual requirements for the level of audit for individual EOC staff and for the 999 Operations centres as a whole, highlighting issues and working with senior managers and EOC Watch Managers to address them.
- Provide support for individual EOC staff through feedback and coaching to improve and maintain adherence to local, national and contractual standards for EOC.
- Act as a subject matter expert, advising managers across the Trust on issues relating to EOC policies and procedures and the Medical Priority Dispatch System, providing written and verbal reports as required.
- Maintain records of audits, reports and advice and support given, and provide reports on the activity, meeting local, national and contractual targets.

## Key Relationships & Stakeholders

- Head of Emergency Care Services
- Head of Quality Assurance
- Senior Quality Assurance Managers
- Quality Assurance Managers
- EOC General Managers, Watch Managers and Performance Managers
- EOC staff
- Governance and Quality Department
- Patient Experiences Department
- 999 Operations Practice Learning Manager and Tutors
- Legal Services
- Department for Information Management and Technology
- Incident and Delivery Management Team
- Safeguarding
- Human Resources
- International Academy of Emergency Dispatch and Priority Dispatch

## Key Responsibilities

### Strategy

- Supporting the implementation of the Service Plan, and central policies to achieve quality targets for EOC, working to maintain contractual levels of MPDS compliance and to improve standards of patient care.
- Support the identification and implementation of improvements to processes to facilitate rapid and effective change in patient care to meet changes to internal and external factors.

### Operational Delivery

- Review calls handled using priority dispatch ensuring that all staff are audited.
- Review the dispatching of calls ensuring that current relevant protocols are maintained.
- Enter the results of these reviews onto a quality assurance software database.
- Prepare reports for giving feedback to EOC staff based on information provided by the quality assurance system and from personal observations.
- Liaise with IPC staff at all levels.
- Liaise with IM&T to develop and maintain the specialised I.T. systems used by the Quality Assurance Dept.
- Assist the Education and Development Department in priority dispatch training courses.
- Fulfil the role of specialist adviser to Line Management on all aspects of the Medical Priority Dispatch System.

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- Prepare reports for IPC Management, Patient Experience Department, Governance and the Legal Dept. as required.
- Liaise with other Quality Assurance Managers and Integrated Patient Care, Education and Development Department to ensure that expected performance standards are consistent across all calls handled using MPDS.
- Undertake duties within EOC to provide support when excess demand is experienced, acting as a role model for the call takers at all times.
- Undertake Research and Development projects as required.
- Planning and organising meetings as appropriate.
- Undertake administrative functions such as ordering office equipment and stationery as required.

### Quality Care & Governance

- Participate in the LAS and IPC governance processes, propose and implement policies and service changes to achieve a constant cycle of quality improvement.
- Give feedback to EOC staff advising on performance standards and recommending or taking corrective action on own initiative where appropriate.
- Prepare reports for the Education and Development Department, identifying potential training needs for both individuals and all staff.
- Create, develop and maintain a Continuing Dispatch Education (CDE) process for all EMDs.
- Identify incidents – ensuring accurate Datix reports are generated if required and advising Line Management on remedial action.

### People Management

- Provide support to 999 Operations Managers to address performance issues for EOC staff relating to compliance with local, national and contractual policies and procedures, advising and acting as subject matter expert.
- Support individual and EOC wide improvement by providing coaching, feedback and supporting reflective practice in support of improving and developing patient care.

### Infection Prevention & Control

All Trust employees, whether involved directly or indirectly in the provision of healthcare, have a duty to co-operate with and implement Trust policies and procedures in preventing and controlling infection. This includes co-operation with colleagues and contractors also involved in the provision of healthcare so far as is necessary to enable the Trust to meet its obligations under the Health and Social Care Act 2008.

## Safeguarding

The London Ambulance Service NHS Trust is committed to safeguarding and promoting the welfare of children and young people and adults at risk and expects all staff and volunteers to share this commitment and ensure they work in accordance with the LAS Safeguarding Child and Adult at Risks Policies and Procedures.

Staff should ensure that they remain up to date with safeguarding training requirements and know how to report safeguarding concerns or allegations against staff and should follow safeguarding policy and procedures and the allegations against staff policy.

## Confidentiality

Maintain confidentiality in relation to personal data held for colleagues and patients, ensuring that it is processed lawfully; for no purpose other than that for which it was obtained; is relevant to that purpose; is retained for no longer than is necessary; is processed in accordance with the rights of the subject to access and accuracy; and is protected from accidental loss or damage in accordance with the requirements of the Data Protection Act (as amended), and records management guidance.

Maintain confidentiality of patient-identifiable personal data using a non-identifiable alternative, where practicable, and limiting access on a strictly need to know basis in accordance with the responsibilities of the Trust's Caldicott Guardian.

## Risk

Accept personal responsibility for contributing to the Trust's management of risk, including the reasonable avoidance of any action which would knowingly cause unacceptable risk to self, others, or to the Trust.

As far as is reasonably practicable attempt to prevent other people from undertaking tasks or actions which would knowingly cause risks to self, others, or to the Trust, in accordance with Trust policy and training.

Identify and report actual or potential hazards/ risks in the work environment in accordance with Trust policies, and take immediate action to minimise risks where it is reasonably practicable to do so.

Identify and report to the appropriate authority incidents of risk, neglect, abuse or endangerment to vulnerable adults and children.

Follow LAS policy on use of PPE (Personal Protective Equipment) e.g. Stab Vests, Hi- Visibility Clothing, Gloves, Visors etc.

Awareness of and compliance with Health and Safety Regulations.

## **Equality and Diversity**

The Trust recognises the benefits of a diverse workforce reflective of the communities that we serve, and is committed to equal opportunities in employment with a devotion to eliminate all forms of unlawful discrimination. The Trust aims to promote equality of opportunity and good relations between staff and patients (including volunteers, contractors and bank staff). All individuals have a duty to adhere to the Trust Equality and Diversity policy and an individual responsibility towards the application and understanding of the Equality Act 2010. Inequitable behaviour will not be tolerated and every person has a responsibility to highlight discriminatory practice.

## **Health and Safety at work**

In addition to the Trust's responsibilities under the Health and Safety legislation, you are reminded of your responsibilities for health and safety at work under the Health and Safety at Work Act 1974 (as amended) and associated legislation. These include the duty to take reasonable care of the health and safety of yourself and others in your work activities and to co-operate with your employer in the discharge of its statutory duties. You must adhere strictly to the Trust's policies and procedures on health and safety and report all accidents, dangerous occurrences, unsafe practices or damage to your manager promptly using the Trust's incident reporting system. You must make use of appropriate training, safety equipment, protective clothing and footwear and attend training. Failure to comply with these requirements may result in disciplinary action.

## **Disclosure and Baring Service (DBS)**

If the post you are undertaking requires you to complete a DBS disclosure, this will be managed and processed in line with the DBS Policy and you will be required to sign up and maintain your subscription to the DBS Update Service.

## **Values and Behaviours**

### **Caring**

Kindness – be caring and compassionate, polite, welcoming, approachable

Positive – embrace change, be enthusiastic and optimistic, proactive

Empathetic – put myself in other people's shoes, consider other perspectives

Listening – hear others, be open, approachable, give others space to speak

### **Respect**

Equity – be fair, embrace diversity, accept others for who they are

Inclusive – advocate for others, ask for input, seek out alternative views

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Understanding – be interested in others' feelings, stories and backgrounds  
Appreciative – offer descriptive praise, seek out feedback, value others

**Teamwork**

Supportive – offer help when you notice others need it, check in regularly  
Collaborative – seek opportunities to work together, communicate, clarify  
Professional – be accountable, responsible for my attitude, calm and reassuring  
Integrity – be honest, share learnings, act in others' and LAS' best interests

## Person Specification

Qualifications, Accreditations, Education		
	Essential	Evidence
Qualified Emergency Medical Dispatcher with current registration with the International Academy of Emergency Dispatch	√	A
Qualified Work Based Trainer	Desirable	A
NVQ 4 in Quality Management	Desirable	A
Experience		
Holds at least Emergency Call Co-ordinator post	√	A
Experience of giving feedback in a performance/training environment	√	A/I/T
Demonstrable experience in the full range of duties within IPC	√	A
Demonstrate a high level of compliance with MPDS	√	A/T
Knowledge and Skills		
Good oral and written communication skills	√	A/I/T
Ability to work to deadlines, at times under considerable pressure, without compromising standards of performance	√	A/I/T
Knowledge of first aid techniques	√	A
Inquisitive mind and proven questioning skills	√	A/I/T
An assertive but empathic manner	√	A/I/T
Ability to handle multiple tasks effectively	√	A/I/T
Possess keyboard and PC skills to enter, use and access information technology	√	A/I
Demonstrate the ability to be tactful and diplomatic as required	√	A/I/T
Ability to work effectively as part of a team	√	A/I
Demonstrate a thorough understanding of Service procedures and instructions	√	A/I/T
Ability to work to defined procedures and instructions	√	A/I
Ability to evaluate and provide feedback on performance in an objective and constructive manner	√	A/I/T
Ability to evaluate performance and identify any changes that are necessary	√	A/I/T
Communicates with others in a way that is sensitive to the needs of the individual	√	A/T
Personal Abilities		
Adhere to the Trusts values and behaviours	√	A/I/T
Evidence of reliability	√	A
No current disciplinary sanctions	√	A/
Resilience when faced with distressing situations	√	A/I
Willingness and ability to wear a uniform as directed by the Service	√	A
Ability to work flexibly within the current rotating shift patterns	√	A/I
Good timekeeping record	√	A
Act as a good role model and present a confident and enthusiastic self-image	√	A/I

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Understanding of and demonstrable commitment to the importance and value of diversity as an employee, as a manager, and as a provider of service to the public	√	<b>A/I</b>
A commitment to the Service's vision and values and ability to act as a role model	√	<b>A/I/T</b>

**Key:** A = application, T = test, I = interview

Updated: **April 2023**