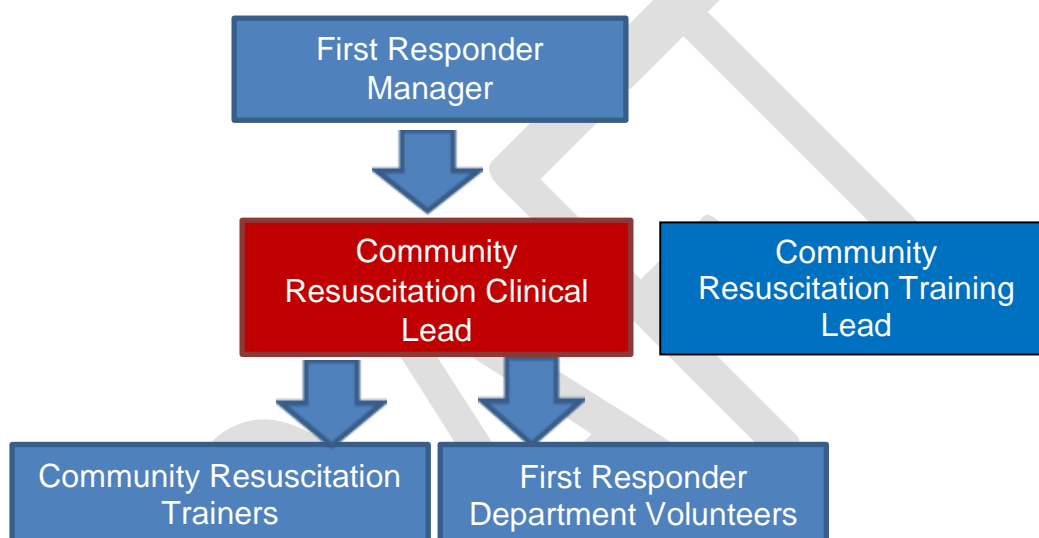




Job Description

Job Title	Community Resuscitation Clinical Lead
Band	AfC Band 7
Department/Directorate	First Responder Department / Communication and Engagement
Location	HQ
Reporting to	First Responder Manager

Job Purpose



- As an integral part of the First Responder Department leadership team, the Community Resuscitation Clinical Lead will provide clinical support, leadership and supervision to Community Resuscitation Trainers and the First Responder Department clinical volunteers.
- The primary focus of the Community Resuscitation Clinical Lead will be to support senior leaders to deliver the volunteering strategy and to carry out daily line manager duties for staff and volunteers by:
 - Representing the First Responder Department leadership team on behalf of the Trust when required, including at public events and meetings.
 - Being a HCPC registered Paramedic with all consolidation training completed.
 - Managing, support and mentor the Community Resuscitation Trainers, and provide leadership to staff, volunteers and learners.
 - Being responsible for leading staff and volunteers ensuring their continued development and clinical competence.
 - Being responsible for all aspects of welfare, this will include all areas of attendance management together with any staff and volunteer welfare issues that may occur.
 - Being responsible for the delivery of staff and volunteer appraisal and one to ones ensuring the currency and relevance of Personal Development Plans and working to support colleagues where necessary.

- Being Responsible for overseeing the delivery of high-quality, effective clinical supervision programmes for Community Resuscitation Trainers and volunteers within the First Responder Department.
- Being responsible for supporting the objectives of both the local leadership team and the Trust in respect of efficiency, quality, governance, performance and staff stakeholder engagement.
- Being responsible for communicating key messages to staff and volunteers using all available tools.
- Being responsible for ensuring compliance with Trust policies and procedures.
- Being responsible for actively supporting and promoting the Trust's behaviours and values through role modelling; demonstrating effective and appropriate leadership behaviours and styles in both day-to-day operations and in high-risk, difficult and distressing situations; being flexible by demonstrating appropriate communication skills and adapting approaches to match the situation and audience.
- The post holder will be responsible for the delivery of, mobile clinical resources, providing staff with face-to-face, on-scene clinical support and supervision.
- The post holder will be expected to provide clinical care at the patient's side including patient assessment, triage, treatment and transport to the appropriate facility on operational shifts.
- The post holder will be directed to high acuity patients to directly support, supervise and engage in patient care including resuscitation.
- Whilst providing clinical supervision through an Operational Workplace Review or undertaking clinical shifts on ambulances, the post holder will give and receive appropriate patient handovers to colleagues, complete necessary documentation including a Patient Report Form and transport the patient to the appropriate receiving facility delivering care on route where necessary.
- Undertake complaints investigations at the initial stages.
- Supporting First Responder Department leaders in the delivery of key performance indicators (KPIs) and objectives through the coordination of:
 - Quality monitoring systems
 - Incident reporting and investigations
 - Collating information and compiling reports
 - Any other duties which are commensurate with the role
- Additionally, the post holder will deliver appropriate operational services and be required to work autonomously as required by the First Responder Department. The post holder will also be involved in promoting best practices across the Trust.

Key Result Areas & Performance Indicators

- Assist the First Responder Department to achieve the Trust's volunteer strategy by:
 - Assisting the First Responder Department leadership team including the Head of First Responders, First Responder Manager, First Responder Training Manager, and Community Defibrillator Manager, to achieve key performances and quality targets.
 - Investigating and addressing clinical and behavioural concerns and complaints with a focus on continuous improvement through reflective learning.

- Achieving time, accuracy and quality deadlines.
- Support the Volunteer Emergency Responders to adhere to their Clinical Operational Hours Procedure and Standard Operating Procedure.
- Understand and promote the Services' 5 Year Strategy
- Maintaining clinical credibility by undertaking patient-facing activity, by undertaking an average of 4 clinical shifts per month (Including OWRs).
- Provide clinical and operational leadership as a role model.
- Delivery of Operational Reviews for the department.
- Work with staff and volunteers to improve performance and clinical competence.
- Delivery of Appraisals and maintenance of Personal Development Plans annually to all eligible staff within the team.
- Managing performance improvement of Community Resuscitation trainers and volunteers within the department.
- Managing absence and absences.
- Ensuring optimal availability of the team for patient facing operational shifts.
- Ensuring the completion of statutory and mandatory training.

Key Relationships & Stakeholders

Internal

- Head of First Responders
- First Responder Manager
- Training Manager
- Community Defibrillation Manager
- Community Resuscitation Trainer
- Community Resuscitation Training Lead
- First Responder Department Administrator
- Volunteer Emergency Responder
- St John Ambulance
- Community First Responder
- British Red Cross
- Hatzola
- The police, fire service and other emergency and clinical services
- Partner organisation including charities and voluntary organisations
- Communication and Engagement Directorate
- Clinical Education Directorate
- Clinical Team Manager
- Operational Staff
- Medical Directorate
- People and Culture Directorate
- LINC workers and staff support services
- Other Trust management teams and staff

Key Responsibilities

Strategy

- As a key member of the First Responder Department leadership team, take a lead role in the delivery and achievement of objectives and communication of key messages by:
 - Contributing to the implementation of the volunteer strategy to improve patient and colleague care.
 - Monitoring service delivery and proactively responding to changes and demand in patient care, working practices, external and internal factors.
 - Embedding the Behaviours and Values of the Trust into their leadership style ensuring that all staff and volunteers adhere to these at all times
 - Understanding and working in accordance with the NHS constitution which puts the patient at the heart of their work.

Operational Delivery

- The Community Resuscitation Clinical Lead must maintain their HCPC paramedic registration status and carry out frontline operational ambulance duties in line with Service demand.
- Mentor, support, and supervise staff and volunteers on operational duties.
- Lead in the introduction, evaluation and development of all new and existing clinical education, training and professional initiatives e.g. new resuscitation guidelines, new equipment and other related initiatives.
- Provide accurate reports on performance and other information as required assisting the First Responder Manager.
- Make and be accountable for decisions on behalf of the First Responder Department at the appropriate managerial level.
- Provide supporting knowledge and advice, both clinical and non-clinical during the investigation of complaints as well as the implementation of any resulting resolution-based procedures.
- Facilitate the feedback of routine Clinical Performance Indicators
- Performing an operational command function, in large scale or major incidents and maintaining compliance to national standards laid out for the operational commander role including the undertaking 5 stadia or events per year within their core role.
- Ensure that all members of the team are aware of their own personal performance, the impact this has on patient care, their colleagues and how they can maintain and improve this.
- Challenging and addressing poor behaviour and standards.

Quality Care & Governance

- Working and collaborating with the wider Functional Area Leadership Team to deliver high quality patient care according to Trust standards, policies and procedures by:
 - Providing strong leadership to staff and volunteers within the operating environment.

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- Maintaining agreed corporate and clinical governance arrangements to ensure high quality risk management.
- Actively participating in undertaking quality assurance audits, disseminating audit findings and leading the implementation of changes to operating and clinical procedures.
- Where clinical incidents, accidents or near misses occur, ensure that the appropriate actions are taken in a timely manner. Deal with the outcomes, complete the appropriate reports, support and guide colleagues and undertake a timely investigation of facts.
- Undertake audits of Clinical Performance Indicators and provide timely, high-quality feedback.
- Promoting an environment in which equality and inclusion are valued. Being aware of the responsibilities associated with legislation concerning equality in the workplace.
- Understanding the principles of good information governance and applying this to ensure that all information provided complies with these principles and the relevant legislation.
- Maintaining confidentiality of information regarding patients, staff, volunteers and health service business in accordance with Trust Policy and legislation.

Stakeholder Relationships

- Working and collaborating with internal and external stakeholders in conjunction with the wider Functional Area Leadership Team to achieve objectives and promote the reputation of the First Responder Department by:
 - Reporting to the First Responder Manager.
 - Demonstrating that the LAS delivers its contractual obligations and represents value for money.
 - Engaging with key stakeholders, colleagues and Trade Unions.
 - Working with multi-agency partners and other clinical care providers as required.

People Management

- As part of the leadership team, you will provide support, supervision, guidance and direction to colleagues to assist in the delivery of high-quality services by:
 - Being a role model of positive, inspirational and highly visible leadership; demonstrating the Trust's values and adapting communication and style to match the situation and people.
 - To take responsibility for and review the performance of staff and volunteers within the team setting for operations, being able to produce performance improvement action plan.
 - To utilise the Trust's systems to produce information upon request from the Functional Area lead and accurate reports on team and individual performance.
 - To undertake unbiased investigations when required and deliver appropriate actions to address concerns identified. To chair hearings under the disciplinary policy to a level of Written Warning.

- To ensure that all team members receive development through an annual appraisal process and maintenance of a Personal Development plan and portfolios where required.
- To ensure that all colleagues are up to date with changes in policies and procedures and that they are adhered to and recommend improvements to policy where identified.
- To be responsible for aspects of attendance management, including the delivery of timely return to work interviews, sickness contact, sickness management in line with the Supporting Attendance Policy up to and including delivery of a presentation at formal level
- Working with colleagues from the Trust's Occupational Health Providers as well as others to ensure the ongoing management of colleagues' health and wellbeing.
- To support colleagues in role changes making sure that they receive appropriate induction into their role and provide ongoing support for new starters.
- To carry out welfare checks regularly for staff and volunteers where necessary and appropriate, including those who have been exposed to traumatic circumstances.
- Support and deliver operational changes that could be unpopular with staff, volunteers or stakeholders.
- Developing and applying best practice employee relations in contentious and sensitive situations, encouraging partnership working and collaboration with staff and volunteers.
- Undertake responsibility for ensuring that all team members are compliant with all Trust policies and procedures.

Resource Management

- Providing the resources to achieve operational, quality, patient care and workforce targets and standards by:
 - Ensure the provision of clinical support to assist staff and volunteers in an operational setting.
 - Optimising the efficiency of service assets – sites, vehicles, technology and demonstrating value for money.
 - To support the recruitment process when required to complete shortlisting, assessments, interviews and internal reference forms for staff and volunteers.
 - To provide a post incident procedure where appropriate to ensure staff and volunteers are properly supported and that lessons are identified and communicated to relevant parties.

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.

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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 Barring 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
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

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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
HCPC registered paramedic with all consolidation training completed	√	A/I
Full, current driving licence with C1 with no more than 3 penalty points	√	A
Qualified to drive in emergency conditions (blue lights and sirens)	√	A
Experience in working as a Community Resuscitation Trainer	√	A/I
Level 3 Award in Education and Training or equivalent	√	A
Level 3 Certificate in Assessing Vocational Achievement	√	A
BSc in Paramedic Science or a relevant field of practice	Desirable	A
Experience	Essential	Evidence
Evidence of providing education and training support in both regulated and community settings	√	A/I
Demonstrable experience of supervising and mentoring staff and volunteers	√	A/I
Experience working as a team member and as a lone practitioner with the ability to work independently with confidence	√	A/I
Experience in managing employed staff, community or volunteer members and teams	√	A/I
Undertaking investigations	Desirable	A/I
Presenting a management case to a hearing panel	Desirable	A
Knowledge and Skills	Essential	Evidence
Demonstrating continuous personal development including leadership and change management	√	A/I
The ability to assess individual and collective team needs, apply professional judgement and specialist clinical knowledge to make appropriate decisions and recommendations regarding the development of the individual and / or the team.	√	A/I/T
Prioritising conflicting demands and often unpredictable work patterns	√	A/I
Ability to demonstrate visible leadership in challenging and stressful situations	√	A/I/T
Highly developed communication skills and the ability to communicate sometimes complicated, contentious, challenging and sensitive messages face to face	√	A
Effective people management skills	√	A/T
Good knowledge of the health and safety, infection control and care quality commission requirements	√	I/T
Knowledge of Appropriate Care Pathways and well developed networks with other care providers to support delivery of application in practice	√	A/I
Demonstrable knowledge of all ambulance service clinical guidelines, drug regimes, operational ambulance duties, work procedures & practice	√	A
Demonstrable knowledge of the volunteer emergency responder and volunteer community first responder scheme	√	A/I
Operational Commander Trained or willing to work towards	Desirable	A

Personal Abilities	Essential	Evidence
Adhere to the Trust values and behaviours	√	A/I/T
Demonstrating role model leadership behaviours and adapting styles to match situations and audiences	√	I/T
The ability to handle multiple tasks effectively and prioritise workload to ensure both local and Trust targets are achieved without compromising performance	√	I/T
The ability to motivate staff in a challenging environment, and the ability to actively promote team working initiatives	√	I/T
Communicating and adapting the styles and messages to match the situation and audiences including delivering difficult information and at times, in distressing or emotional situations	√	A/I/T
Initiating, building and maintaining relationships with internal and external key stakeholders; developing partnerships and cooperative working	√	A/I/T
Demonstrating a passion for delivering quality services	√	I
Effective persuading, influencing and negotiating to achieve beneficial outcomes	√	A/I/T
Managing and having difficult conversations with key Stakeholders, staff and volunteers	√	A/I
Be prepared to work flexible hours (a rotating shift pattern where appropriate) and to travel within the area served by the Trust	√	A/I
Prioritising conflicting demands and often unpredictable work patterns and committing to being part of community resuscitation On-Call rota	√	A/I

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

Created: **April 2023**