

**Ambulance Service Tactical Manager, Senior**

**Job Specification & Terms and Conditions**

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| **Job Title, Grade Code** | Ambulance Service Tactical Manager, Senior (Grade Code 6129) |
| **Campaign Reference** | NRS14319 |
| **Closing Date** | **12:00 noon Monday 1st July 2024** |
| **Proposed Interview Date (s)** | Candidates will normally be given at least two weeks' notice of interview. The timescale may be reduced in exceptional circumstances. |
| **Taking up Appointment** | A start date will be indicated at job offer stage. |
| **Location of Post** | There is currently one permanent whole-time vacancy available in the National Ambulance Service (NAS) covering all Health Regions\*. The National Ambulance ServiceGeneral Manager for Operational Support is open to engagement in respect of the location of this post (subject to reaching agreement on a minimum level of availability at the agreed HSE Regional Base) The post holder will be required as part of their role to travel to meetings throughout the HSE A panel may be formed as a result of this campaign for **Ambulance Service Tactical Manager, Senior within the** **National Ambulance Service** from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled. **\*HSE Health Regions*** HSE Dublin and North East
* HSE Dublin and Midlands
* HSE Dublin and South East
* HSE South West
* HSE Midwest
* HSE West and North West
 |
| **Informal Enquiries** | Richard Quinlan, General Manager, Operational Support Email: richard.quinlan@hse.ie Mobile: 087 382 5104 |
| **Details of Service** | The National Ambulance Service (NAS) is the statutory pre-hospital emergency and intermediate care provider for the State. The NAS mission is to serve the needs of patients and the public as part of an integrated health system, through the provision of high quality, safe and patient centred services. This care begins immediately at the time that the emergency call is received, continues through to the safe treatment, transportation and handover of the patient to the clinical team at the receiving hospital or emergency department. Serving a population of over 5 million people, the NAS responds to over 400,000 ambulance calls each year, employs over 2600 staff across 118 locations and has a fleet of in excess of 620 vehicles. In conjunction with its partners the NAS transports approximately 25,800 patients via an Intermediate Care Service, co-ordinates and dispatches more than 800 Aero Medical / Air Ambulance calls, completes 600 paediatric and neonatal transfers and supports Community First Responder Schemes across the state. In 2025, the National Ambulance Service will continue implementation of a strategic plan, NAS Strategy 2025 to 2034, which is focused on ensuring the delivery of patient centred care. It brings together recommendations from a wide series of reviews into a single plan. A critical element of this is the implementation of shifting models of care that will see the service utilise other alternative services for our patients than the emergency department.  |
| **Reporting Relationship** | Reporting to the General Manager, Operational Support or other nominated manager |
| **Key Working Relationships** | The key working relationships (not an exhaustive list) associated with this role are: • NAS Executive Management • NAS Senior Managers • NAS Staff • HSE Crisis Management Team • HSE Health Regions • Regional Emergency Management Office • Dublin Fire Brigade • An Garda Siochana • Local Authority Fire Services • HSE Communications (including Press and Media) • External Service Providers  |
| **Purpose of the Post**  | The main purpose of the post is to lead a 24/7 National Tactical Management Team which at any one time consists of six Area Shift Managers and a NEOC Manager whom will work collectively to manage and mitigate risk, escalations and issues which have the potential to disrupt or impact service provision to patients. In doing so, the Senior Tactical Manager will ensure that the team works in an integrated way with other health service partners. The post holder will lead NAS actions to trouble shoot and problem solve any issue that arises during their period of duty. This will include working closely with acute hospital colleagues to reduce the impact of arrival to handover delays which is an example of the sort of challenges and escalations to be managed.In the event of a major emergency, the post holder may be deployed as a Silver Commander/Controller of Operations or act as Gold Commander/Off Site Coordinator if other senior managers are unavailable.During normal business hours, the post holder will work on behalf of and support other senior managers whom will make decisions within their span of control. During the out of hours’ period, i.e. the majority of the 24/7 period, the post holder will be responsible for taking any decisions required and subsequently advising relevant senior managers through the delivery of a Daily Tactical Report.  |
| **Principal Duties and Responsibilities** | The key tasks involved in carrying out these responsibilities can be divided into the following broad areas: **Leadership and Governance*** During normal business hours, report to the General Manager, Operational Support, support and act on behalf of other senior managers and ensure relevant matters and escalations are brought to their attention
* During out of hours, oversee all NAS activities
* Lead the Tactical Management Team to ensure escalations are managed effectively and start and end of shift due diligence reports are comprehensive
* Promote the vision and values of the HSE and lead by example
* Promote and foster teamwork and staff resilience
* Ensure staff wellbeing and patient centredness are central to all decisions
* Take decisive action in managing situations that may arise in the delivery of services and ensure a detailed handover is conducted to the relevant manager
* Provide mentorship to newly appointed colleagues
* Ensure a high focus on performance, staff wellbeing and patient safety while on duty.
* Where requested, provide detailed briefings on matters arising during the shift period
* Act as the principle point of contact with other agencies on all service delivery issues which require immediate attention or action.
* Provide leadership at the scene of or remote to a major emergency for protracted periods which may involve responding in an NAS vehicle under emergency conditions

**Service Delivery** * Anticipate, where possible, and find solutions to operational problems.
* Take decisions in relation to the management of the Service.
* Actively participate in the after action review process, based on a thorough analysis of all relevant information.
* Lead NAS involvement in multidisciplinary/interagency activities as appropriate.
* Support other managers in the performance of their duties where required to do so.

**Communications and Engagement** * Ensure NAS works with other service providers in an integrated and collaborative approach
* Ensure effective working relationships are maintained with Hospital Group Chief Operations Officers and relevant CHO managers
* Develop effective and robust collaborative/team working relationships with key internal and external stakeholders
* Support the stakeholder engagement requirements of the NAS Transformation Programme
* Representing NAS and the HSE in media interviews at the scene of or remote to an emergency situation
* Engage in the HSE performance achievement process in conjunction with your Line Manager and staff as appropriate.
* Engaging in difficult and challenging conversations with a range of stakeholders

**Risk Management & Business Continuity** * Ensure that the NAS safe system of work is in place during their period of duty and where an issue is urgent, complete a dynamic risk assessment
* Know when to document and escalate risk and recommend mitigation
* Observe, report and take appropriate action without delay on any matter which may be detrimental to staff and/or service user care that may be inhibiting the efficient provision of care
* Assist in the implementation and adherence to established policies and procedures e.g. health and safety, Children First and Safeguarding, etc.
* Ensure completion of incident/near miss forms/clinical risk reporting and ensure the relevant information is handed over to the relevant manager without delay
* Liaise and engage with other relevant staff in the course of the duties
* Maintain confidentiality of patient identifiable personal data using a non-identifiable alternative, where practicable, and limiting access on a strictly need to know basis.
* Adequately identifies, assesses, manages and monitors risk within their area of responsibility.
* Capacity to tolerate and manage risk

**Other Duties*** Have a working knowledge of the Health Information and Quality Authority (HIQA) Standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc. and comply with associated HSE protocols for implementing and maintaining these standards as appropriate to the role.
* Support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service
* Drive a NAS vehicle if and when allocated in line with NAS policies guidance

**The above Job Specification is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to them from time to time and to contribute to the development of the post while in office.** |
| **Eligibility Criteria****Qualifications and/ or experience** | **1. Statutory Registration, Professional Qualifications, Experience, etc.**(a) Eligible applicants will be those who on the closing date for the competition:1. Have significant managerial, crisis management and leadership experience in a comparable service context.

And1. Have demonstrated experience in the management and mitigation of risk

And1. Experience of managing and working collaboratively and cross functionally with a complex range of stakeholders as relevant to this role

And1. Are the holder of a full unendorsed Class B driving licence

And1. Have the requisite knowledge and ability (including a high standard of suitability and management ability) for the proper discharge of the duties of the office.

**Health**A candidate for and any person holding the office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service. **Character**Each candidate for and any person holding the office must be of good character. |
| **Other requirements specific to the post** | The post holder will play an important role in ensuring the safe and effective delivery of services to patients and the provision of support to staff and therefore, key requirements for this post include: • May be expected to use a marked Response Vehicle during working hours. • Alternatively, access to appropriate transport to fulfil the requirements of the role • Be continuously contactable throughout the shift • This is a senior leadership role in the Operations Directorate and hence, wearing operational uniform (green/white) is a mandatory requirement |
| **Skills, competencies and/or knowledge** | **Professional Knowledge/Experience** * Detailed knowledge of the Framework for Major Emergency Management
* Detailed knowledge of the health service and wider environment as they apply to this post
* Knowledge of the Risk Management Framework
* Knowledge of relevant health and safety legislation and in particular, processes relating to dynamic risk assessment
* Has a working knowledge of HIQA Standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc.
* Knowledge of Health Service reforms and how they impact on the National Ambulance Service and emergency services.
* Knowledge and experience of using an email system effectively e.g. Outlook
* Excellent MS Office skills to include, Teams, Visio, Project, Word, Excel and PowerPoint
* Experience of dealing with emotionally challenging situations including loss and bereavement

**Leadership, People Management & Building and Maintaining Relationships** * Confidence to escalate matters to and engage with health service senior leaders in a professional manner
* Leadership and team management skills including the ability to work with multi-disciplinary team members
* Evidence of influencing skills in a complex work environment
* Effective conflict management skills
* Commitment as a change agent towards the development of the National Ambulance Service
* Credibility as a leader and decision maker
* Ability to identify strengths and weaknesses of team members and provide opportunities for improvement
* Ability to effectively motivate others
* A capacity to inspire teams to the confident delivery of excellent services
* Experience in engaging a broad and complex range of internal and external stakeholder
* Strong understanding of staff supports methodologies

**Critical Analysis, Problem Solving & Decision Making** * Ability to evaluate complex information from a variety of sources and make effective decisions
* Effective problem solving skills, including the ability to anticipate problems and recognise when to involve other parties (at the appropriate time and level)
* Ability to rapidly assimilate and analyse complex information, considering the impact of decisions before taking action and anticipating challenges
* Ability to review evidence on an ongoing basis to ensure that previous decisions continue to be evidence based
* Demonstrates the ability to adequately identify, assess, manage and monitor risks within their area of responsibility
* Ability to manage personal resilience and supporting others during times of duress

**Operational Excellence - Managing & Delivering Results** * Ability to plan and organise own work and that of others, delegating appropriately within resources available
* Ability to manage resources in a crisis
* Ability to improve efficiency within the working environment and the ability to evolve and adapt to a rapid changing environment
* Ability to work to tight deadlines and operate effectively with multiple competing priorities
* A capacity to operate successfully in a challenging service delivery environment while adhering to quality standards
* Ability to cope with competing demands without a diminution of performance

**Communication & Interpersonal Skills** * Excellent interpersonal and communications skills to facilitate work with a wide range of individuals and groups
* Excellent report writing and documentation skills including the ability to present information in a confident, logical and convincing manner
* A capacity to influence and negotiate ensuring acceptable outcomes to challenging situations
* Ability to interact in a professional manner with other Health staff and other key stakeholders
* Ability to work in partnership with a wide variety of stakeholder
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| **Campaign Specific Selection Process****Ranking/Shortlisting / Interview** | A ranking and or shortlisting exercise may be carried out on the basis of information supplied in your application form. The criteria for ranking and or shortlisting are based on the requirements of the post as outlined in the eligibility criteria and skills, competencies and/or knowledge section of this job specification. Therefore it is very important that you think about your experience in light of those requirements. Failure to include information regarding these requirements may result in you not being called forward to the next stage of the selection process. Those successful at the ranking stage of this process (where applied) will be placed on an order of merit and will be called to interview in ‘bands’ depending on the service needs of the organisation. |
| **Diversity, Equality and Inclusion**  | The HSE is an equal opportunities employer.Employees of the HSE bring a range of skills, talents, diverse thinking and experience to the organisation. The HSE believes passionately that employing a diverse workforce is central to its success – we aim to develop the workforce of the HSE so that it reflects the diversity of HSE service users and to strengthen it through accommodating and valuing different perspectives. Ultimately this will result in improved service user and employee experience. The HSE is committed to creating a positive working environment whereby all employees inclusive of age, civil status, disability, ethnicity and race, family status, gender, membership of the Traveller community, religion and sexual orientation are respected, valued and can reach their full potential. The HSE aims to achieve this through development of an organisational culture where injustice, bias and discrimination are not tolerated. The HSE welcomes people with diverse backgrounds and offers a range of supports and resources to staff, such as those who require a reasonable accommodation at work because of a disability or long term health condition. For further information on the HSE commitment to Diversity, Equality and Inclusion, please visit the Diversity, Equality and Inclusion web page at <https://www.hse.ie/eng/staff/resources/diversity/>  |
| **Code of Practice** | The Health Service Executive will run this campaign in compliance with the Code of Practice prepared by the Commission for Public Service Appointments (CPSA).The CPSA is responsible for establishing the principles that should be followed when making an appointment. These are set out in the CPSA Code of Practice. The Code outlines the standards that should be adhered to at each stage of the selection process and sets out the review and appeal mechanisms open to candidates should they be unhappy with a selection process.The CPSA Code of Practice can be accessed via <https://www.cpsa.ie/>. |
| The reform programme outlined for the Health Services may impact on this role and as structures change the Job Specification may be reviewed.This Job Specification is a guide to the general range of duties assigned to the post holder. It is intended to be neither definitive nor restrictive and is subject to periodic review with the employee concerned. |



**Ambulance Service Tactical Manager, Senior**

**Terms and Conditions of Employment**

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| **Tenure**  | The current vacancy available is **permanent** and **whole time.** The post is pensionable. A panel may be created from which permanent and specified purpose vacancies of full or part time duration may be filled. The tenure of these posts will be indicated at “expression of interest” stage. Appointment as an employee of the Health Service Executive is governed by the Health Act 2004 and the Public Service Management (Recruitment and Appointments) Act 2004 and Public Service Management (Recruitment and Appointments) Amendment Act 2013. |
| **Remuneration**  | The Salary scale for the post is: (as at 01/01/2024)€77,887 - €78,586 - €81,659 - €84,745 - €87,807 - €90,882 - €93,940The salary for this role reflects the requirements set out in the eligibility criteria and is all inclusive. Hence no other allowances, including qualification allowance, or payments of any kind are payable with the exception of payments relating to shift work. New appointees to any grade start at the minimum point of the scale. Incremental credit will be applied for recognised relevant service in Ireland and abroad (Department of Health Circular 2/2011). Incremental credit is normally granted on appointment, in respect of previous experience in the Civil Service, Local Authorities, Health Service and other Public Service Bodies and Statutory Agencies. |
| **Working Week**.  | The hours of attendance i.e. 39 hours per week, will involve a recurring cycle of shifts covering 24 hours per day, 7 days a week. Shift and weekend premia payments will apply to this role. Overtime working is not a feature of this role, however where an unforeseen event occurs, time off in lieu arrangements will apply. |
| **Annual Leave** | The annual leave associated with the post will be confirmed at Contracting stage. |
| **Superannuation** | This is a pensionable position with the HSE. The successful candidate will upon appointment become a member of the appropriate pension scheme. Pension scheme membership will be notified within the contract of employment. Members of pre-existing pension schemes who transferred to the HSE on the 01st January 2005 pursuant to Section 60 of the Health Act 2004 are entitled to superannuation benefit terms under the HSE Scheme which are no less favourable to those which they were entitled to at 31st December 2004 |
| **Age** | The Public Service Superannuation (Age of Retirement) Act, 2018\* set 70 years as the compulsory retirement age for public servants.***\* Public Servants not affected by this legislation:***Public servants joining the public service or re-joining the public service with a 26 week break in service, between 1 April 2004 and 31 December 2012 (new entrants) have no compulsory retirement age.Public servants, joining the public service or re-joining the public service after a 26 week break, after 1 January 2013 are members of the Single Pension Scheme and have a compulsory retirement age of 70. |
| **Probation** | Every appointment of a person who is not already a permanent officer of the Health Service Executive or of a Local Authority shall be subject to a probationary period of 12 months as stipulated in the Department of Health Circular No.10/71. |
| **Protection of Children Guidance and Legislation** | The welfare and protection of children is the responsibility of all HSE staff. You must be aware of and understand your specific responsibilities under the Children First Act 2015, the Protections for Persons Reporting Child Abuse Act 1998 in accordance with Section 2, Children First National Guidance and other relevant child safeguarding legislation and policies. Some staff have additional responsibilities such as Line Managers, Designated Officers and Mandated Persons. You should check if you are a Designated Officer and / or a Mandated Person and be familiar with the related roles and legal responsibilities.For further information, guidance and resources please visit: [HSE Children First webpage](https://www.hse.ie/eng/services/list/2/primarycare/childrenfirst/resources/). |
| **Infection Control** | Have a working knowledge of Health Information and Quality Authority (HIQA) Standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc. and comply with associated HSE protocols for implementing and maintaining these standards as appropriate to the role. |
| **Health & Safety** | It is the responsibility of line managers to ensure that the management of safety, health and welfare is successfully integrated into all activities undertaken within their area of responsibility, so far as is reasonably practicable. Line managers are named and roles and responsibilities detailed in the relevant Site Specific Safety Statement (SSSS). Key responsibilities include:* Developing a SSSS for the department/service[[1]](#footnote-1), as applicable, based on the identification of hazards and the assessment of risks, and reviewing/updating same on a regular basis (at least annually) and in the event of any significant change in the work activity or place of work.
* Ensuring that Occupational Safety and Health (OSH) is integrated into day-to-day business, providing Systems Of Work (SOW) that are planned, organised, performed, maintained, and revised as appropriate, and ensuring that all safety related records are maintained and available for inspection.
* Consulting and communicating with staff and safety representatives on OSH matters.
* Ensuring a training needs assessment (TNA) is undertaken for employees, facilitating their attendance at statutory OSH training, and ensuring records are maintained for each employee.
* Ensuring that all incidents occurring within the relevant department/service are appropriately managed and investigated in accordance with HSE procedures[[2]](#footnote-2).
* Seeking advice from health and safety professionals through the National Health and Safety Function Helpdesk as appropriate.
* Reviewing the health and safety performance of the ward/department/service and staff through, respectively, local audit and performance achievement meetings for example.

**Note**: Detailed roles and responsibilities of Line Managers are outlined in local SSSS.  |
| **Ethics in Public Office 1995 and 2001** | Positions remunerated at or above the minimum point of the Grade VIII salary scale are designated positions under Section 18 of the Ethics in Public Office Act 1995. Any person appointed to a designated position must comply with the requirements of the Ethics in Public Office Acts 1995 and 2001 as outlined below: A) In accordance with Section 18 of the Ethics in Public Office Act 1995, a person holding such a post is required to prepare and furnish an annual statement of any interests which could materially influence the performance of the official functions of the post. This annual statement of interest should be submitted to the Chief Executive Officer not later than 31st January in the following year.B) In addition to the annual statement, a person holding such a post is required, whenever they are performing a function as an employee of the HSE and have actual knowledge, or a connected person, has a material interest in a matter to which the function relates, provide at the time a statement of the facts of that interest. A person holding such a post should provide such statement to the Chief Executive Officer. The function in question cannot be performed unless there are compelling reasons to do so and, if this is the case, those compelling reasons must be stated in writing and must be provided to the Chief Executive Officer. C) A person holding such a post is required under the Ethics in Public Office Acts 1995 and 2001 to act in accordance with any guidelines or advice published or given by the Standards in Public Office Commission. Guidelines for public servants on compliance with the provisions of the Ethics in Public Office Acts 1995 and 2001 are available on the Standards Commission’s website <https://www.sipo.ie/>. |

1. A template SSSS and guidelines are available on [writing your site or service safety statement](https://www2.healthservice.hse.ie/organisation/national-pppgs/writing-your-site-or-service-safety-statement/).

2 Structures and processes for effective [incident management](https://www2.healthservice.hse.ie/organisation/qps-incident-management/incident-management/) and review of incidents. [↑](#footnote-ref-1)
2. [↑](#footnote-ref-2)