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**Ambulance Service Shift Manager**

**National Ambulance Service**

**Job Specification & Terms and Conditions**

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| **Job Title, Grade Code**  | Ambulance Service Shift Manager(Grade Code 6128) |
| **Campaign Reference** | NRS14337 |
| **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 are currently two permanent whole-time vacancies available in the National Ambulance Service (NAS) as follows: Dublin and North East (based in Finglas, Dublin)West and North West (based in Galway) Due to the regional nature of this role, the General Manager, Operational Support is open to engagement in relation to flexibility around location subject to being available to travel throughout the assigned regionA panel may be formed as a result of this campaign for **Ambulance Service Shift Manager, within the National Ambulance Service** from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled.  |
| **Informal Enquiries** | **Name:** 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. In the Dublin metropolitan area, ambulance services are provided by the NAS and Dublin Fire Brigade. 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 390,000 ambulance calls each year, employs over 2200 staff across 127 locations and has a fleet of in excess of 620 vehicles. In conjunction with its partners the NAS transports approximately 4,800 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 2024, the National Ambulance Service will continue implementation of a strategic plan, NAS Strategy to 2031, 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** | Accountable to a District Operations Manager or other nominated managerThe reporting relationship during all out of hour’ periods will be to the Senior Tactical Manager and in their absence, to a Tactical Manager |
| **Key Working Relationships** | The key working relationships (not an exhaustive list) associated with this role are:* NAS Area Management Team
* NAS Senior Managers
* NAS Staff
* Area Crisis Management Teams
* Regional Executive Officers
* Public Health
* Regional Emergency Management Office
* An Garda Síochána
* Local Authority Fire Services
* HSE Communications (including Press and Media)
* External Service Providers
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| **Purpose of the Post**  | The main purpose of the post is to work as part of a 24/7 National Tactical Management Team led at any one time by a Senior Tactical Manager supported by six Shift Managers and a NEOC Duty Manager whom will work collectively to maximise the availability of operational capacity for deployment by the National Emergency Operations Centre (NEOC) and in doing so, work in an integrated way with other health service partners.The post holder, working as part of the National Tactical Management Team will be a problem solver and trouble shooter dealing with 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 as an example of the sort of challenges and escalations to be managed In the event of a multi resource incident or major emergency, the post holder will be deployed as a Bronze Commander/Forward Incident OfficerDuring the out of hours’ period, i.e. the majority of the 24/7 period, the post holder will be responsible for managing the safety and supporting the wellbeing of NAS staff and advising an Operations Resource Manager when they report for duty.During normal business hours, the post holder will work as part of the Tactical Management Team but be accountable to their assigned line manager, support the work of other NAS managers and in the absence of any manager, will deal with any issue requiring immediate attention. |
| **Principal Duties and Responsibilities**  | **Leadership and Governance*** During normal business hours, report to and support the Area Management Team
* During out of hours, report to the Senior Tactical Manager or Tactical Manager
* Work as part of 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
* Represent NAS in any Area Crisis Management Team or UEC Action Team
* Ensure staff wellbeing and patient centeredness are central to all decisions
* During out of hours periods, provide leadership, supervision and support to Paramedic Supervisors and staff
* 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
* Where necessary, bring relevant reports to the attention of the relevant manager, e.g. incident reporting, staff injury, fleet or equipment defect.
* Providing 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.
* Be part of the resource pool available for response to emergency calls
* Support other managers in the performance of their duties where required to do so.
* Engage in direct patient care where necessary, including infective patients

**Communications and Engagement*** Work with other service providers in an integrated and collaborative approach
* Ensure effective relationships are maintained with EDs in the area
* Develop effective and robust collaborative/team working relationships with key internal and external stakeholders
* Support the stakeholder engagement requirements of the NAS Transformation Programme
* 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, infection control, storage and use of controlled drugs 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
* Adhere to HSE policies in relation to the care and safety of any equipment supplied for the fulfilment of duty.
* Liaise and engage with other relevant staff in the course of the duties
* Support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service
* Maintain confidentiality of patient identifiable personal data using a non-identifiable alternative, where practicable, and limiting access on a strictly need to know basis.

**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.
* Adequately identifies, assesses, manages and monitors risk within their area of responsibility.
* Engage in the HSE performance achievement process in conjunction with your Line Manager and staff as appropriate.
* To support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service.
* Drive NAS vehicle if and when assigned in line with relevant NAS Vehicle policies

**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** | **Professional Qualifications, Experience, etc.**Eligible applicants will be those who on the closing date for the competition:1. Are currently registered in the Paramedic Division of the Register maintained by the Pre Hospital Emergency Care Council. ([www.phecit.ie](http://www.phecit.ie)) or entitled to be so registered.

**And**II. Have significant supervisory or crisis management experience in an emergency service context.**And**III. Experience in the management and escalation of risk.**And**IV. Experience of collaborative working with a complex range of stakeholders as relevant to this role**And**V. Are the holder of a full Class B & full C1 driving licence\*.**And**VI. 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.**Annual Registration** Practitioners must maintain annual registration in the Paramedic division of the register maintained by the Pre Hospital Emergency Care Council**PLEASE NOTE:****\*** Candidates with penalty points on their licence should note that the maximum penalty points allowed by NAS are 5 points. Candidates who are found to have incurred more than 5 penalty points on their licence will not progress further in the recruitment process. |
| **Post Specific Requirements** | Demonstrate depth and breadth of significant supervisory or crisis management experience in an emergency service context as relevant to the role.Demonstrate depth and breadth of experience in the management and escalation of risk as relevant to the role |
| **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:* Will be expected to use a marked Response Vehicle during working hours.
* Be continuously contactable throughout the shift
* This is a leadership role in the Operations Directorate and hence, wearing operational uniform (green/white) is a mandatory requirement
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| **Skills, competencies and/or knowledge** | **Professional Knowledge/Experience*** Detailed knowledge of the health service and wider environment as they apply to this post
* Knowledge of the Framework for Major Emergency Management
* Knowledge of the Patient Safety Framework
* 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.
* Excellent MS Office skills to include, Teams, Visio, Project, Word, Excel and PowerPoint
* Demonstrate capacity to tolerate and manage risk

**Planning and Managing Resources*** Demonstrate the ability to effectively plan and manage own workload and that of others in an effective and methodical manner within strict deadlines, ensuring deadlines are met
* Prioritises effectively to manage multiple projects concurrently, structuring and re-organising own workload and that of others as needed
* Demonstrates responsibility and accountability for the timely delivery of agreed objectives

**Commitment to a Quality Service*** Practices and promotes a strong focus on delivering high quality customer service for internal and external customers and an awareness and appreciation of the service user
* Proactively identifies areas for improvement and develops practical solutions for their implementation
* Embraces and promotes the change agenda, supporting others through change and effectively seeing it through
* Demonstrate flexibility and initiative during challenging times and an ability to persevere despite setbacks

**Evaluating Information, Problem Solving & Decision Making** * Demonstrate numeracy skills, an ability to analyse and evaluate information, considering a range of critical factors in making effective decisions. Recognises when it is appropriate to refer decisions to a higher level of management
* Demonstrate initiative in the resolution of complex issues / problem solving and proactively develop new proposals and recommend solutions
* Ability to make sound decisions with a well-reasoned rationale and to stand by these as appropriate
* Ability to manage personal resilience and support others during times of duress

**Team working, Building & Maintaining Relationships*** Demonstrate an ability to work as part of the team in establishing a shared sense of purpose and unity
* The ability to work with the team to facilitate high performance, developing clear and realistic objectives
* Demonstrates leadership; creating a team spirit, leading by example, coaching and supporting individuals to facilitate high performance and staff development
* Demonstrate a commitment to promoting a culture of involvement and consultation within the team, welcoming contributions from others
* Ability to engage with a broad and complex range of internal and external stakeholders

Strong understanding of staff support methodologies**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
* 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 stakeholders
* Demonstrate an ability to build and maintain relationships/work as part of a multi-disciplinary team
* Effective conflict management skill.
* Ability to deal with emotionally challenging situations including loss and bereavement
* Ability to speaking publically to both internal and external stakeholders
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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 Shift Manager**

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**Terms and Conditions of Employment**

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| **Tenure**  | The current vacancies are permanent and whole-time. The posts are 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 as at 1 January 2024 is: €54,276 - €55,572 - €57,151 - €60,117 - €61,888 **- €64,097 -** €**66,312 LSI**The 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 job offer stage. Structured leave arrangements will apply which will be covered from within the complement of 6 NAS Shift Managers in each team with a maximum of 1 Shift Manager in each 6-person team being on annual leave at any one time |
| **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.  |

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)