

Head of Clinical Quality & Effectiveness (Ambulance)

Department:	Justice & Home Affairs
Section:	Ambulance
Reports to:	Associate Chief Ambulance Officer, Clinical Governance & Risk
JE Ref:	JHA020.1
Grade:	WFM I
JE Date:	29/06/2023

Job purpose

Responsible for leading the delivery of a safe and effective patient centric model of care for the ambulance service.

Developing, implementing, and monitoring robust and comprehensive systems and processes around clinical governance, learned events, patient safety, quality of care and alternates to care.

To lead and manage a team of specialist practitioners, through the implementation of new initiatives and referral pathways to effectively manage relevant 999 calls and demand.

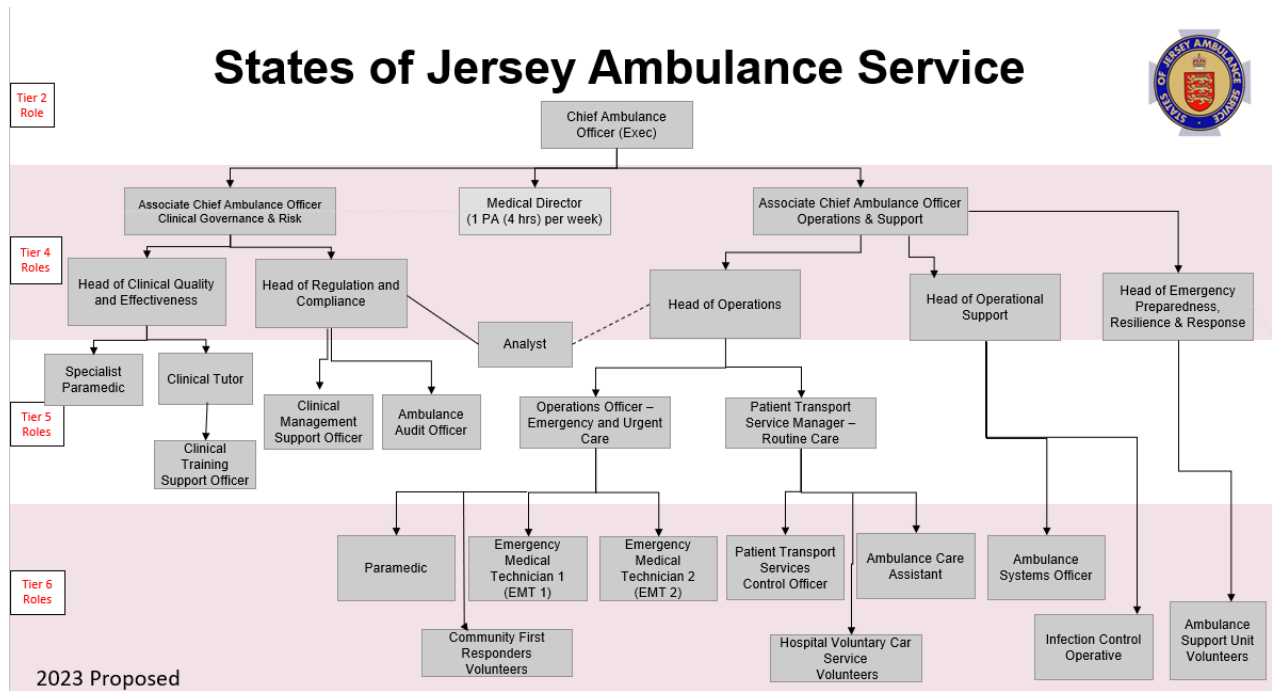
In addition, they are responsible for deputising for the Associate Chief Ambulance Officer in periods of absence.

Job specific outcomes

1. To ensure the delivery of clinical safety and effectiveness of care through clinical governance, clinical risk management and quality improvement initiatives within the area of responsibility, ensuring objectives aligned to key Government of Jersey (GoJ) objectives are achieved:
 - a. Clinical effectiveness of care delivery, ensuring practice is relevant and complies to latest guidelines.
 - b. Clinical Complaints management.
 - c. Serious incident/near miss investigation processes and delivery of subsequent agreed actions.
 - d. Patient safety improvement work plans and quality of care improvement projects.
 - e. Clinical Risk Management and learning from patient safety events.
 - f. Contribution to the development of a measurable framework for clinical care assurance, working closely with the Clinical Tutor and Ambulance Audit Officer.
 - g. Governance & assurance of professional registration processes and lead on clinical practice deviation meetings for all clinicians.

- h. Leadership and strategy development for safe and effective medicines & controlled drugs use, working closely with Health and Community Services (HCS) pharmacy governance team.
 - i. Leadership and strategy development for Infection Prevention and Control (IPAC) working closely with ambulance & HCS colleagues.
 - j. Named service Lead for safeguarding and mental health including capacity and self-determination.
 - k. Set up & leadership for the High Intensity User programme working closely with ambulance colleagues and HCS to reduce ambulance attendance.
 - l. To work with colleagues to co-design mechanisms to effectively use clinical data & feedback to staff re the quality of care they provide.
 - m. To produce an annual report for the Ambulance Leadership Team.
2. Develop and implement clinical governance strategies for the States of Jersey Ambulance Service, producing guidelines, referral pathways, and policies, in line with departmental and Government key objectives.
3. Implement a community-based approach to the delivery of Paramedic medicine by leading on the development, monitoring, reporting, and acting upon key performance indicators and service level agreements, ensuring the timely provision of managerial information, resulting in service level requirements being met.
4. Analyse and update the ambulance risk register to raise levels of concern to senior leadership and develop, implement and monitor the services system for reporting (Patient Safety Alert) therefore ensuring a safe and robust database.
5. Undertake analysis and risk assessments of all aspects of patient safety, auditing and quality-assuring standards whilst maintaining awareness of the benefits of research in changing practice. Ensuring that identified risks and trends are identified and appropriate action taken.
6. Manage a number of quality improvement projects relating to clinical risk and other clinical governance priorities to facilitate patient safety across the Ambulance Service.
7. To lead and manage a specialist paramedic team aligned to an agreed performance framework, including setting team objectives through regular performance review and appraisal, mentoring and coaching. Provide learning and development opportunities for staff to ensure continuous improvement of their key functions; ensuring they are adequately skilled.
8. Using advanced clinical knowledge to educate a specialist paramedic team, working in collaboration with other members of the Multidisciplinary Team, undertaking non-medical prescribing in line with legislation, policy, patient group directives and local pathways. Enhance own performance through Continuous Professional

Organisation chart



2023 Proposed

Person Specification

Specific to the role

Describe the knowledge, skills, experience, and qualifications required to perform the job to a satisfactory standard.

It is important to convey what the job requires, rather than what an individual might have, as these may be different. For example, you may have a postgraduate level qualification, however, an A' Level standard qualification is the requirement for the job.

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>Bsc (Hons) in Paramedic practice or equivalent in a subject relevant to Paramedic practice.</p> <p>MSc or HE – level 7 or equivalent in a subject relevant to advanced clinical practice.</p> <p>A recognised qualification in management at NQF level 5 of equivalent.</p> <p>Operational (Bronze) command qualification in Ambulance/Health</p> <p>Qualified in ambulance emergency response driving or equivalent.</p>	<p>Have attained or be prepared to attain Tactical (Silver) Command Qualification.</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>Knowledge of evaluating and measuring the performance of services, applying an evidence-based approach to decision making.</p> <p>Prepare and deliver reports and monitor performance and action plans.</p> <p>Good understanding of Datix and health risk reporting</p> <p>Evidence of ability to constructively challenge processes and behaviours in relation to Quality and Safety Governance and Risk Awareness</p>	<p>Sufficient knowledge and/or significant practical experience in service planning, project management, service improvement.</p> <p>Working knowledge of corporate policies such as Data Protection, Freedom of Information, Financial Directions.</p> <p>Knowledge of legislation, codes of practice and mandatory obligations in relation to Ambulance Service operations.</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>Developed policy and reasoning skills with evidence of working at pace in a complex multi-stakeholder environment.</p> <p>IT skills including the use of Microsoft packages, Excel, presentational packages.</p> <p>Good presentation and communication skills to communicate complex, sensitive or contentious information.</p> <p>Full clean driving licence inclusive of C1 and Blue light driving qualification.</p>	<p>Sound understanding and experience of working with safeguarding policies and procedures, medicines and IPAC.</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>Excellent problem solving skills, with an ability to understand, assimilate, triangulate and make balanced judgements about complex information and evidence obtained from a range of sources.</p> <p>Proven ability to communicate effectively both orally and in writing, including producing reports that may be used in legal proceedings.</p> <p>Ability to work independently using own initiative.</p> <p>Ability to build effective relationships with people at all levels of seniority, building productive and co-operative working relationships.</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>Minimum of 3 years post relevant professional qualification with evidence of continuing professional development relevant to the area of speciality.</p> <p>Experience and proven track record of working as a manager within a health based organisation.</p>	

Personal Attributes

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 4 core accountabilities attributes and behaviour indicators.