

Job Title:	Head of Resilience & Education
Reporting to:	Chief Executive Officer
Banding:	Senior Officer - HO
Job Purpose:	

The post-holder will play a crucial part in shaping both the strategic and operational trajectory of the Service by serving as a key member of the Senior Leadership Team. The post-holder will bring their expertise and insight to high-level discussions and decision-making processes, helping to guide the organisation's direction, policies, and initiatives. Their contributions will ensure that the Service remains agile, innovative, and aligned with its overarching goals and objectives, driving forward its mission with leadership and vision. This role requires a candidate with strong leadership skills, strategic thinking, and the ability to work collaboratively at the highest levels of management.

The post-holder will provide advice, coordination, guidance, information, training and support to Ambulance & Rescue in the development and implementation of Emergency Preparedness, Resilience & Response (EPRR) planning. Ensuring compliance with statutory and non-statutory guidance regarding all Emergency Preparedness matters, including the requirements of the Civil Contingencies (Bailiwick of Guernsey) Law 2012, the Guernsey Strategic Coordination Group Manual, 2018 States of Guernsey and St John Ambulance & Rescue Service contract, and relevant legislation.

The post-holder will support Ambulance & Rescue with leadership, to ensure fully adequate arrangements to provide the appropriate operational response for major and critical incidents, and ensure service continuity. Liaise with and represent relevant external partners and EPRR groups to ensure the integration of plans.

The post-holder will monitor, lead on and facilitate the implementation of all emergency and business continuity plans and the ongoing training and exercise programme within Ambulance & Rescue and in partnership with other responding organisations. The post-holder will ensure comprehensive debriefing and action plans arising out of tests and exercises, and that associated recommendations are implemented to address gaps/weaknesses in Ambulance & Rescue's systems, in preparation for potential future events.

The post-holder will contribute to the strategic and operational direction of the Service through membership of the Senior Leadership Team. They will be responsible for the provision of complex and diverse ambulance education and development programmes, supporting the needs of both the registered and non-registered workforce, and will be responsive to developing patient and service needs.

The post-holder will be responsible for the planning, development, and delivery, either first-hand or through appropriately managed third parties, or by delegation, of a comprehensive education, training and continuing professional development programme for the workforce across the Service.

The post-holder will identify, establish and monitor professional and Service-wide training, education and development needs and requirements, reporting directly to the Chief Executive Officer (CEO); and will work directly with the wider Senior Leadership Team, and organisation, to ensure that evidence-based practice is applied to ambulance education, training, and development within the Service, and in turn, develop high-quality education, training, and professional development programmes.

The post-holder will work meticulously with the 'Leads', creating an environment that promotes problem-solving, generates creativity and teamwork, and allows innovation to thrive.

The post-holder will work alongside and collaboratively with the Ambulance & Rescue Leadership Team, Chief Financial Officer, Executive Committee (EXCO), Board or Directors and States of Guernsey (SOG) departments, to ensure the organisation is professionally managed, including governance, risk management, financial control to allocated budget lines, business development and governance guidelines.

The post-holder will work closely with the HSC Client Team / Contract Management Group and will be responsible for supporting the implementation of agreed proposals for service redesign, delivering key milestones.

The post-holder will form part of the 'on call' 3-tier command and control system, providing strategic, tactical and operational command cover. When allocated a role, the individual will be empowered with specific authority over others.

The Head of Resilience & Education will deputise, with delegated authority, for the CEO when required. When deputising will assume the role of Acting Chief Ambulance Officer (ACAO), the post-holder is accountable for advising the Ambulance & Rescue Board of Directors, and developing and implementing policies related to operational governance.

When ACAO, they will be the primary source of ambulance expertise and advice to St John Guernsey, Health & Social Care (HSC) and the Civil Contingencies Authority (CCA) on resolving island emergencies, whether accidental, human, or natural in cause.

When ACAO, the post-holder will need to be politically astute and be able to judge when situations will require CEO, Board, or HSC briefing.

The post-holder will lead and promote cultures that deliver high-performing teams with effective communications, robust performance management, leadership development, and operational support.

As a member of the Senior Leadership Team, the post-holder will address suboptimal performance in operations, clinical standards and key performance indicators.

The post-holder will contribute to regular and comprehensive reviews of the workforce profile and skills mix, to determine the changes required in resources considering altering demand patterns.

The post-holder will supervise, lead, and manage the operation of allocated Service sections, facilitate appraisals and 1:1 meeting, and identify and support individuals who may form part of Service succession planning.

This job description is a broad outline, allowing for scope, development, and job satisfaction. A review of the position's portfolio may occur at any time, but most specifically at yearly intervals.

KEY RESPONSIBILITIES

- To provide effective leadership and support to the Senior Leadership Team, in order to ensure consistent high-quality and relevant training, education and continuing professional development is implemented across the Service to meet both local, regional and national objectives, supporting the developing needs of patients.
- Act as a central resource, providing expert advice and guidance to staff and managers on all aspect's education, training and continuous professional development.

- To establish and maintain productive working relations with the Higher and Further Education sectors and relevant professional bodies, such as the Health & Care Professions Council and locally, the Guernsey Institute, and Health & Social Care Training Team.
- To liaise with appropriate academic and professional organisations on professional standards and broader education, driver training/assessing and development issues, including possible areas of collaboration.
- Work with the Senior Leadership Team to define and refine an education development life cycle, to ensure the current and future needs of the Service are met. This would include developing training needs analyses, stakeholder consultation, design of new ways of working, piloting, evaluation and accreditation and/or validation (if necessary).
- Horizon scan and stay abreast of developments in the field of ambulance training, education and continuing professional development to ensure that the Service continues to utilise the most current evidence-based practice.
- To develop and implement policy to ensure equity of access to education and training programmes for all staff, identifying alternative training and education delivery methods including distance learning etc.
- Work creatively, with autonomy and as a member of a team, with both Service colleagues and others outside, such as HSC Client Team, HSC Health & Safety Team, SOG Emergency Planning Officer.
- To initiate and co-ordinate the development and implementation of policies and procedures in areas of weakness highlighted by incident reporting and those pertaining to Health & Safety and risk management.
- Conduct incident investigation and analysis techniques to understand, learn from and implement change following Health & Safety incidents.
- Be responsible for making a judgement regarding highly complex conflicting expert opinion.
- Ensure appropriate operational command and control capability exists at all levels within Ambulance & Rescue, to achieve organisational responsiveness and resilience to critical and major incidents.
- Be the lead Officer for the production and updating of plans and procedures defining Ambulance & Rescue's emergency planning and response roles, ensuring all relevant individuals and external agencies are consulted in the preparation of plans and procedures.
- Be the first point of contact for emergency preparedness matters within the organisation, providing advice, guidance, training and support to the organisation and participating in system-level meetings.
- To support Ambulance & Rescue with leadership in order to ensure fully effective arrangements to provide the appropriate operational response for major and critical incidents as they occur and ensure service continuity at all times.
- Liaise with, and provide representation within, relevant external partners and groups to ensure integration of plans.
- Ensure there is a systematic approach to testing all emergency and Business Continuity (internally and externally) plans in line with CCA requirements.
- Ensure that Ambulance & Rescue fulfils and maintains its requirements as a Schedule 2 Part 1 responder under The Civil Contingencies (Bailiwick of Guernsey) Law, 2012 and other associated national guidance.
- To lead the development, and ensure the management, of business continuity and resilience arrangements.
- Establish a register of key business continuity risks and implement contingency plans for each of those risks, including cause, process, incident management, etc.
- Develop and maintain the policy and template for business continuity plans.

- Lead the development and implementation of a regular testing programme for continuity plans ensuring, they are effective and fit for purpose.
- Assist with the implementation of any action plans arising from the Service's Safe-Clean-And-Personal-Everytime (SCAPE) Audits, advising the Ambulance & Rescue Senior Leadership Team of any identified Health & Safety or reputational risks to the Service.
- Support the use of technology to enhance service delivery.
- Prioritise and manage the on-going delivery of services, identifying ineffectiveness and inefficiencies.
- Maintain clinical credibility, undertaking clinical work including direct patient care.
- Act as a role model, be highly visible and accessible to all teams.

YOU WILL

- Ensure the safeguarding of children and vulnerable adults in the course of their daily duties and they must be aware of the specific duties relating to their role and the reporting requirements for safeguarding.
- All individuals have a responsibility to highlight any potentially discriminatory practice to their Line Manager, Duty Officer, Human Resources, Senior Officer or Union Representative. The Service recognises the need for a diverse workforce and is committed to Equal Opportunities in employment and seeks to eliminate unlawful racial, age, sexual or disability discrimination, to promote equality of opportunity and good relations between employees and clients of differing groups.
- The Service is committed to supporting the development of all employees. All employees have a responsibility to participate in regular 1:2:1 meetings with their line manager. As part of the development review process employees have joint responsibility with their line manager to identify any learning and development needs in order to meet agreed performance standards.
- All individuals are expected to act in accordance with the Service's Code of Conduct and to ensure their team adheres to these standards.

Training

- Responsible for working with the Training & Education Lead to inform the Service's training needs analysis.
- To provide emergency planning and business continuity awareness and educational sessions, and develop risk educational packages for all grades of staff, including Senior Leadership.
- Ensure that appropriate emergency planning training is made available to relevant staff and co-ordinate the involvement of these staff in their emergency planning and response roles whilst maintaining a live data base of ongoing training.
- Develop and coordinate processes for resilience training, testing and emergency exercises.
- To liaise with the Training & Education Lead to ensure training for staff following implementation of new policies/changes in practice.
- Maintain own professional development in current issues relating to educational standards, Health & Safety, corporate governance, emergency planning and people and culture.
- Provide general information and expert advice regarding risk management issues, in order to maintain and develop safe risk management systems within the Service and wider St John.

- Ensure and maintain close links with the Quality Improvement Lead, Training & Education Lead and Operations Lead in relation to changes in practice, audit requirements identified from incident reporting, complaints and litigation, and for SCAPE requirements.

Health, Safety and Security

- Take all possible steps to safeguard the welfare and safety of service users and colleagues within Ambulance & Rescue, in accordance with the Health and Safety at Work (General Ordinance) Guernsey 1987.
- Identify the risks involved in work activities and process and how these should be managed, and assist others to manage risk.
- Maintain the work environment in line with the Service's Health & Safety policies and infection control policies.
- Identify risk issues which potentially could affect the patient's/client's health or social care needs.
- Maintain and sustain direction, policies and strategies until they are firmly embedded in the culture, inspiring others with values and a vision of the future whilst acknowledging traditions and background.

Financial Management

- Responsible for monitoring expenditure against agreed targets.
- Responsible for co-ordinating and monitoring the effective use of financial resources.
- Responsible for accounting for actual or potential deviations from budgets and recommending corrective action. This will include forecasting expenditure in accordance with Ambulance & Rescue directive.
- Responsible for authorising and controlling financial expenditure within delegated boundaries.
- Propose future financial expenditure in line with agreed objectives and forecasts, considering past experience, trends/developments and sound financial management.
- Responsible for the procurement of physical assets, such as uniform or supplies for Ambulance & Rescue in conjunction with Leads and managers.

Quality & Audit

- Ensure systems are in place to enable accurate records of training, education and continuing professional development to be maintained by the Service, enabling compliance monitoring against SCAPE and other internal and external audit standards.
- Monitor standards of training and education delivery, via internal quality assurance frameworks and other performance monitoring processes.
- Ensure own actions are consistent with governance systems.
- Be able to manage time and workload effectively.
- Be familiar and comply with all Service Policies and Procedures.
- Act as a role model by upholding and implementing good practice in the workplace, always ensuring the highest standards of evidence-based care.
- In conjunction with members of management identify areas requiring audit.
- Monitor and review critical incident reporting systems to ensure timely and accurate completion of all reports.

- Provide leadership to utilise data from patient feedback, incident reports and patient complaints to make changes in working practices.
- Search for quality contemporary evidence, to ensure best practice is followed and translated in training and education for all health professionals working in Ambulance & Rescue.

Equality and Diversity

- Avoid any behaviour which discriminates against your fellow employees, volunteers or potential employees on the grounds of sex, marital status, race, age, colour, nationality, ethnic or national origins, religion or disability.
- Act as an advocate both for patients and staff.
- Promote better understanding of vulnerable adults, such as dementia patients across the community, in order to reduce stigma and discrimination.

Person Specification – Head of Education & Resilience

This is a specification of the essential and desirable requirements to effectively carry out the duties and responsibilities of the post (as outlined in the Job Description) and forms the basis for selection.

Requirements	Essential	Desirable
Education and qualifications		
Registered Health Care Profession (HCP)	✓	
Degree in a related field or proven equivalent experience	✓	
Higher Education professional or management degree at Master's level, or proven equivalent experience	✓	
Management and leadership post graduate qualification	✓	
Appropriate management qualification	✓	
Incident investigation and analysis techniques		✓
In possession of postgraduate awards/qualifications in Emergency Planning, Risk Management, Crisis and Disaster Management		✓
Strategic / Tactical Command (NARU EPC/ Home Depart.)		✓
Experience		
Experience of working within a senior managerial / Leadership role	✓	
Experience of quality, safety and governance working in complex organisation	✓	
The post-holder must be able to demonstrate knowledge of the modernisation agenda in relation to the prioritisation and current best practice experience of acute ambulance services	✓	
Experience of all aspects of staff management	✓	
Producing papers and reports for committees and boards	✓	
Leading the development of policies	✓	
Active HCP with up to date skills to enable the undertaking of clinical shifts if required	✓	
Proven ability in project management to deliver service improvement within planned timeframe and resource allocation	✓	
Skills, knowledge and abilities		
Excellent written, oral and electronic communication skills, high attention for detail	✓	
Knowledge of risk, governance and quality improvement strategies	✓	
Excellent communication skill using diverse formats	✓	
Highly developed problem solving skills and the ability to manage complex information in a pressurised environment	✓	
Knowledge and understanding of wider political and social drivers that influence service delivery within a healthcare provider organisation	✓	
Experience of working in diverse organisations with a good knowledge of the Equality and Inclusion agenda	✓	
The ability to manage challenging situations and influence change	✓	
Professional approach to work with high standards, physical and mental stamina to be able to lead and respond decisively under immensely pressured circumstances	✓	

Personal qualities		
Enthusiastic	✓	
Excellent communication skills	✓	
Motivated	✓	
Flexible approach to work	✓	
Positive attitude	✓	
Credible and trustworthy	✓	
Dedicated and thorough	✓	
Assertive and strong when being challenged	✓	
Willingness and ability to present information to a large range of professionals and accept challenge on the information presented	✓	

This Job Description is intended as an outline indicator of general areas of activity and will be amended in light of the changing needs of St John Ambulance & Rescue Service. It is expected that the post-holder will be as positive and flexible as possible in using this document as a framework.

Initials:
MM

Date of preparation:
11/03/2024