

Job Title: Station Team Leader
Reporting to: Station Manager
Direct Reports: 30 Circa

Job Band: Band 5
Size of Team: 120-160

Line manage Ambulance crews based at the assigned station in order to ensure high standards of service delivery and overall performance. Ensure policies and procedures are implemented and adhered to by all crew on a day to day basis. Lead by example in ensuring the constant delivery of first class services to customers and patients. Ensure all crew are working in line with SJA expectations in regulated activity. Mentor and coach crew members in line with crew CPD requirements including recorded observations. The primary focus of this role is to manage ambulance crews however there will be a requirement to Crew Ambulance shifts when needed. Liaise with customers as and when appropriate.

Key Responsibilities

- Undertake the management of all crews and their personal development including 1-1 meetings/observations, PDR's and all other performance and absence management for members of their team including "on the road" assessments. Identify any training needs and report to the training team and ensure attendance at CPD events.
- Ensure the services regulatory obligations, policies and procedures are adhered to at all times, reporting any "day to day" issues to the relevant Station Manager
- Ensure that downtime duties, including audits are being performed by all ambulance crew and lead by example to demonstrate the highest standards when undertaking cleaning, clinical and operational duties
- Mentor, support and performance manage against all aspects of crew members, including clinical and behavioural competencies in line with SJA policy. Recording all personal data on approved systems.
- Report all vehicle/station defects to the relevant manager immediately in order to maintain the fleet and service delivery and compliance. Ensure reporting all relevant incidents are reported within IMF framework.
- Ensure that vehicle checks including preparation of orders for the logistics team, re-stocking, equipment, cleanliness and availability of vehicles and equipment is carried out to a high standard by all ambulance crew
- Act as a "station lead" for all crew/vehicle activity including the role of vehicle custodian and ensuring all crews receive appropriate communication
- Work shifts as a crew member "on the road" working with the Station Manager to ensure the correct balance with all other duties and responsibilities listed in this job description
- Champion St John Ambulance standards, values, policies and procedure and ensure the implementation of changes and that these are cascaded to ambulance crew
- Demonstrate absolute professionalism, integrity and confidentiality for all patients, their families, SJA staff and those from other agencies
- Participate as the out of hours on call manager on a rota basis working closely with the Station Manager and team coordinators
- Perform any other duties commensurate with these responsibilities, the band of the post and skills and qualifications of the post-holder

You will

- Be able to work on your own initiative
- Have willingness to learn and adapt new skills
- Need to be willing to travel when it is required



BE PART OF A LIFE SAVING TEAM



Person specification

This is a specification of the experience, skills etc. that are required 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		
Educated to GCSE level or equivalent (Grade C) inc Maths & English	✓	
Hold a current St John Ambulance ETA/EMT qualification or equivalent	✓	
IHCD D1 and D2 driving qualifications or equivalent	✓	
Experience		
Experience of non-emergency driving with a statutory service or SJA	✓	
Experience of managing/ supervising people	✓	
Experience of performance managing people including regular reviews	✓	
Skills, knowledge and abilities		
Excellent interpersonal skills with ability to communicate effectively at all levels	✓	
Ability to use Microsoft® applications at intermediate level	✓	
Excellent verbal, written and personal communication skills to complete paperwork to exacting standards	✓	
Ability to deliver a high quality patient experience and ensure customer satisfaction at all times	✓	
Capable of undertaking audits	✓	
Demonstrate the ability to complete on road assessments	✓	

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. It is expected that the post holder will be as positive and flexible as possible in using this document as a framework.

Initials: HR

Date of preparation: 01/2016