

JOB DESCRIPTION

POSITION	Shift Manager
BUSINESS UNIT	Emergency Ambulance Services
RESPONSIBLE TO	Head of Emergency Ambulance Services
LAST UPDATED	October 2022

Our Vision

To be the best little ambulance service in the world.

Our Belief

To be here for you, when it matters to you, because it matters to us.

Our Promise

No decision about me without me

Our Values



JOB PURPOSE

The Shift Manager provides operational management to ensure the delivery of the highest quality of patient care within agreed policies and procedures and achieve high levels of response time performance standards. This involves the provision of clinical support, leadership, active mentoring, conflict resolution, personnel management and maintaining a high professional profile and standard.

The Shift Manager works closely with the clinical services team to ensure high standards of clinical care are delivered to patients. They are also required to have strong working relationships with the People & Capability team to ensure the effective management of operational staff.

CONTEXT THAT THIS ROLE OPERATES WITHIN

Organisational perspective

Wellington Free Ambulance (WFA) is the only emergency ambulance service in Greater Wellington and Wairarapa and the only ones in the country who are free. We take more than 150,000 111 calls each year and respond to over 50,000 emergencies and are here 24/7, 365 days a year.

Wellington Free Ambulance is a charity. As an essential health service, we receive around 75% of funding from the Government – but raise over \$7 million dollars each year to keep our services free. As well as emergency paramedic care, we provide patient transfer services; have paramedics who are part of the Life Flight crew and rescue squad, plus operate the 111 communications centre for our region. We also have a team of volunteer event medics who support a range of events across the region.

The community we support is from the Cook Strait to Peka Peka Road (past Waikanae) and across to Mount Bruce in the Wairarapa. There are around 400 staff across the various teams supported by around 90 volunteer event medics.

Business Unit Perspective

Emergency Ambulance Services are responsible for ensuring that Wellington Free Ambulance has an effective service delivery model, which ensures that the right person is in the right place at the right time, to best meet our patient's needs.

Key to delivering an effective service delivery model is being able to respond to the changing environment of modern healthcare and delivering efficient, effective and sustainable services.

KEY ACCOUNTABILITIES

KEY RESULT AREA	ACCOUNTABILITIES
Operational Performance Contribution to the management of operational effectiveness.	<ul style="list-style-type: none"> • Achieve response time targets for Purple incidents (urban and rural). • Achieve response time targets for Red incidents (urban and rural). • Achieve response time targets for Orange incidents. • Team members are fully aware of the organisation's operating plan and the organisation's operational performance. • Provide routine performance information to the Head of Emergency Ambulance Services. • Compliance against the organisation's deployment plan is achieved.
Staff Management Developing a culture of leadership, responsibility and accountability within the team.	<ul style="list-style-type: none"> • Sickness/absenteeism levels do not exceed 5%. • All staff have an up-to-date development plan in place and receive an annual appraisal. • All staff are compliant with continued professional development requirements. • 90% of complaints are investigated and completed within 28 working days. • Manage staff non-compliance with Continuing Education Portfolios (CEPs), compulsory training requirements and clinical audit process. • Participate in the selection and induction of new staff. • Manage staff absences and return to work processes. • Evaluate all issues raised and take responsibility to ensure they are resolved and/or reported as appropriate. • Take responsibility (at the appropriate level) for staff welfare, discipline, and grievance issues with the objective of achieving practical, sensible and acceptable solutions at the earliest opportunity. • Provide leadership to staff at critical and/or complex scenes.

KEY RESULT AREA	ACCOUNTABILITIES
<p>Clinical & quality standards Ensuring compliance of the WFA clinical standards.</p>	<ul style="list-style-type: none"> • Attend clinical/training meetings where required. • Assist with the clinical audit process. • Provide feedback and management of administrative oversight on PRFs. • Assist in gathering information, statements and other activities associated with root-cause analysis for clinical incidents. • Assist with the training and rollout of new clinical equipment. • Provide operational/clinical mentoring and coaching as required. • Provide feedback to the clinical services team on behalf of paramedics in relation to the effectiveness of new clinical practice or proposed changes to clinical practice. • Operational clinical incidents/risks are identified and reported in line with the clinical and risk governance frameworks. • Own CEP and compulsory training are current. • Evidence of full compliance against clinical audit requirements. • Comply with internal audits. • 90% of PRFs are accurately completed. • Incident investigation statements and information is provided with agreed timeframes for each investigation.
<p>Management of the team Effectively manages the, focuses on staff professional and personal development.</p>	<ul style="list-style-type: none"> • All staff have current KPIs • All staff have development plans in place • Provide regular coaching to direct reports • Staff are managed against KPIs • Performance issues are dealt with in a timely manner • New staff are recruited as required • New staff have been oriented to WFA • Facilitate effective communication between WFA departments
<p>Personal Development Takes responsibility for personal development</p>	<ul style="list-style-type: none"> • Take personal responsibility for keeping abreast of current best practice • Attend relevant training / development activities • Learn from mistakes
<p>Living WFA's values WFA is a values-based organisation, and employees should be committed to upholding our values. Our values represent who we are, where we're going and who we're taking with us</p>	<ul style="list-style-type: none"> • Be authentic, original, true Mā pango mā whero ka oti te mahi • Act with kindness Aroha atu, aroha mai • Lead by example Mahia te mahi, hei painga mo te iwi • Keep getting better together Whaia e koe te iti kahurangi
<p>Health and Safety Complies with responsibilities under the Health & Safety at Work Act 2015.</p> <p>In the performance of assigned duties, maintains and actively participates in supporting a safe and healthy workplace</p>	<p>All employees are responsible for:</p> <ul style="list-style-type: none"> • Working in a safe manner to prevent risk of harm to themselves, others, or the environment. • Complying and co-operating with any reasonable instruction, WFA health and safety policies and procedures and legislative requirements • Reporting hazards, risks, and incidents (accidents, harm, and near misses), and ensuring reporting and recording is in accordance with WFA policies and procedures. • Participating in incident investigations and taking an active role in rehabilitation following an injury or illness. • Alerting managers and health and safety representatives to any observed unsafe behaviours or situations. • Actively participating in health and safety training and alerting manager(s) where additional training or support may be required.

RELATIONSHIPS AND DELEGATIONS

REPORTING STRUCTURE	Manager:	Head of Emergency Ambulance Services
	Peers:	Shift Managers, TMCs, PTS Team Leaders
	Direct Reports:	Paramedics
KEY RELATIONSHIPS	Internal:	People & Capability, Clinical Quality, Senior Leadership Team, EAS & PTS staff
	External:	DHBs, local councils, Civil Defence, Police, Fire
DELEGATIONS & AUTHORITIES	Delegation Level:	As per the delegations letter (if any) agreed with you in writing during your employment, and subject to CEO approval at all times

CAPABILITY PROFILE

Competencies

Competent performance in the role requires demonstration of the following competencies. These competencies provide a framework for selection and development.

CORE COMPETENCY	KEY BEHAVIOURS
Approachability	<ul style="list-style-type: none"> • Is easy to approach and talk to • Spends the extra effort to put others at ease • Can be warm, pleasant, and gracious • Is sensitive to and patient with the interpersonal anxieties of others • Builds rapport well • Is a good listener • Is an early knower, getting informal and incomplete information in time to do something about it
Composure	<ul style="list-style-type: none"> • Is cool under pressure • Does not become defensive or irritated when times are tough • Is considered mature • Can be counted on to hold things together during tough times • Can handle stress • Is not knocked off balance by the unexpected • Doesn't show frustration when resisted or blocked • Is a settling influence in a crisis
Timely Decision Making	<ul style="list-style-type: none"> • Makes decisions in a timely manner, sometimes with incomplete information and under tight deadlines and pressure • Can make a quick decision
Integrity and Trust	<ul style="list-style-type: none"> • Is widely trusted • Is seen as a direct, truthful individual • Can present the unvarnished truth in an appropriate and helpful manner • Keeps confidences • Admits mistakes • Doesn't misrepresent her/himself for personal gain
Managerial Courage	<ul style="list-style-type: none"> • Doesn't hold back anything that needs to be said • Provides current, direct, complete, and "actionable" positive and corrective feedback to others • Lets people know where they stand • Faces up to people problems on any person or situation (not including direct reports) quickly and directly • Is not afraid to take negative action when necessary

CORE COMPETENCY	KEY BEHAVIOURS
Time Management	<ul style="list-style-type: none"> • Uses her/his time effectively and efficiently • Values time • Concentrates her/his efforts on the more important priorities • Gets more done in less time than others • Can attend to a broader range of activities
Building Effective Teams	<ul style="list-style-type: none"> • Blends people into teams when needed • Creates strong morale and spirit in her/his team • Shares wins and successes • Fosters open dialogue • Lets people finish and be responsible for their work • Defines success in terms of the whole team • Creates a feeling of belonging in the team
Te Tiriti o Waitangi and Cultural Expertise	<ul style="list-style-type: none"> • Demonstrates understanding of the principles of te Tiriti o Waitangi and their contemporary application to WFA's work • Applies tikanga in relevant work situations
Cultural Competencies	<ul style="list-style-type: none"> • Wellington Free Ambulance is committed to its responsibility to Māori and its responsibility to Pasifika. In that regard there is an expectation of continued learning and development of all staff in this area.

OTHER ASPECTS OF CAPABILITY NOT COVERED BY THE ABOVE COMPETENCIES

Knowledge and Experience

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Experience of Ambulance Service Operations • Understanding of the New Zealand health sector desirable • Knowledge of sector standard NZS 8156:2008 • Knowledge of WFA policies and procedures • Knowledge of applicable legislation 	

Professional Qualifications / Accreditations / Registrations

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Level 4 Co-ordinated Incident Management System (CIMS) qualification or equivalent • Current full clean New Zealand driver's licence (ideally held for at least two years and with a 'P' endorsement) • Successful completion of a defensive driving course • A management qualification or be prepared to work towards a management qualification 	<ul style="list-style-type: none"> • Paramedic qualification or equivalent

Hours of work

The normal working week will be Monday to Friday; however the nature of the duties may require work outside the normal hours from time to time.

Changes to Job Description

From time to time as an organisation evolves job descriptions may need to be reviewed and may need to be changed. Such changes may be initiated as necessary by the manager of this position in consultation with the employee. This job description may also be reviewed as part of the preparation for performance planning for the annual performance cycle.

Employees may be measured against core competencies as part of their performance development.