



NHS

**South East Coast
Ambulance Service**
NHS Foundation Trust



Chief Paramedic Officer

Candidate information pack
April 2024

HH Hunter
Healthcare

Welcome

Dear Candidate,

We are delighted that you are interested in applying for the role of Chief Paramedic Officer at South East Coast Ambulance NHS Foundation Trust (SECAmb).

While you can find more detailed information related to this exciting position under the candidate pack job description provided, I'd like to take this opportunity to give you a feel for the opportunity with the Trust.

Our work environment is demanding, high intensity and rewarding in equal measure and spans four Integrated Care Systems requiring a high degree of resilience and a commitment to collaborative working both within and outside the Trust.

As Chief Paramedic Officer you will provide expert leadership, professional advice, strategic clinical advice, and advocacy in consideration of matters regarding quality and safety matters relating to paramedicine.

A vital focus for the role will be the delivery of a positive culture across the Trust underpinned by our values.

Working with your Chief Medical Officer and Director of Quality and Nursing colleagues, you will lead professional standards across the Trust and ensure paramedics, ambulance clinicians, Allied Health Professionals (AHPs) and our managers and people have access to world-class training, education, and professional development.

As executive director responsible for Trust-wide education and organisational learning, you will define and embed our vision for excellence and evidence-based learning across all staff and leadership groups for training and education.

The Trust is in a period of transition and has an ambition to establish clinical leadership for its delivery functions. As Chief Paramedic Officer you will champion and take an active leadership role in this future model.

We are an ever-evolving Ambulance Service. If you believe you have the skills and experience to help shape our future, we would be delighted to hear from you.

Yours sincerely

Simon Weldon

Chief Executive Officer
South East Coast Ambulance
NHS Foundation Trust

About SECAmb

SECAmb works across a diverse geographical area of 3,600 square miles which includes densely populated urban areas, sparsely populated rural areas and some of the busiest stretches of motorway in the country.

We employ more than 4,000 staff across 110 sites with our Head Office in Crawley and over 90% of our staff care for patients either face to face or over the phone.

We are an ambitious organisation with a commitment to improving and diversifying the services we provide to our communities across Brighton & Hove, East Sussex, West Sussex, Kent, Surrey and North East Hampshire.

Our patients range from the critically ill and injured who need specialist treatment, to those with minor healthcare needs who can be treated at home or in the community. Not all calls we receive end in a trip to A&E because we are committed to providing the right care, first time to all of our patients, giving them the best possible experience during what is usually an upsetting and emotional time.

We have reaffirmed our commitment to making improvements to our service, following the publication of the latest CQC report which gave our Trust an overall rating of 'Requires Improvement'. Our Trust leaders have demonstrated a sense of urgency in prioritising the issues identified by the CQC, and our Chief Executive will be an essential part of delivering these advances to our services.

We have outlined an improvement plan focusing on four main areas; Quality Improvement, Responsive Care, Sustainability, and People and Culture. Work includes improving learning from incidents as well as further recruitment and greater retention of staff. It also involves growing our voice within the wider NHS system to support improved patient pathways, reduce hospital handover delays and develop new partnerships.

What we do:

- We receive and respond to 999 calls from members of the public
- We respond to urgent calls from healthcare professionals e.g. GPs
- We receive and respond to NHS 111 calls from the public

The Trust in numbers 2023-24



1,100,718
999 calls
received



1,166,278
111 calls
received



760,949
incidents
generated



15,360,280
miles driven



648,238
incidents attended

Our Values

Our values are the standards which everyone working at our Trust is expected to live up to. They help us to make the right decisions and guide how we treat our colleagues, our patients and their families and friends.



Taking Pride

Being advocates of our organisation and recognising the important contribution we make to its success



Striving for Continuous Improvement

Seeking and acting upon opportunities to do things better



Acting with Integrity

Being honest and motivated by the best interests of those we serve



Demonstrating Compassion and Respect

Supporting our colleagues and those we serve with kindness and understanding



Assuming Responsibility

Having ownership of our actions and a willingness to confront difficult situations

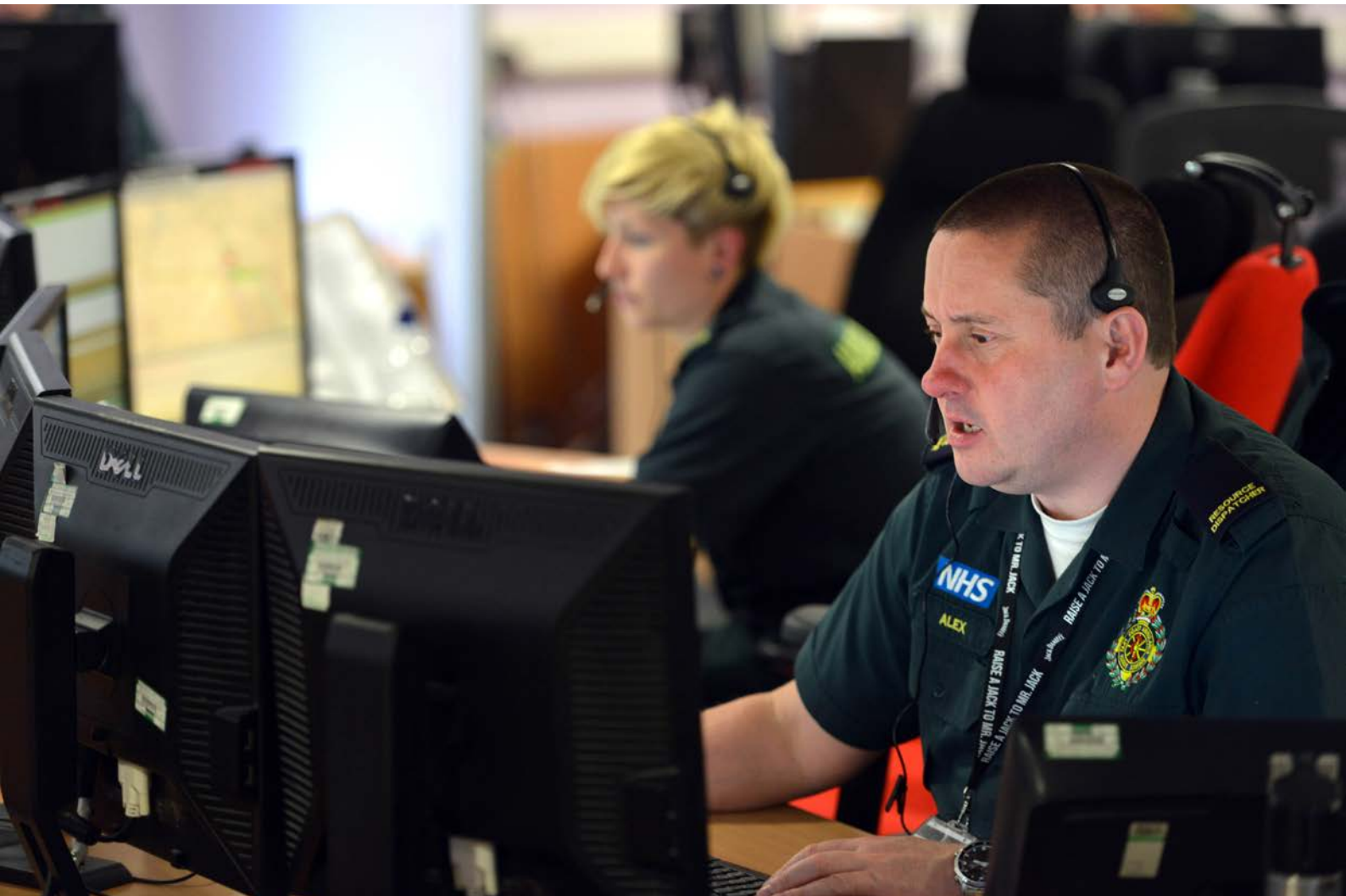
Our Strategy & Vision

Nationally, regionally and locally, the NHS is facing rising operational and financial challenges. A growing and aging population with more complex health needs will lead to a 15% growth in patient demand for SECAmb over the next five years.

We have been on a journey of change over recent years, and much progress has been made, evidenced by our improving results in the staff survey and innovations such as the Ashford integrated care hub pilot. Yet to secure a long-term, sustainable future we need to continue to change to best meet the needs of our patients, staff and volunteers, and system partners. Our new vision for SECAmb is rooted in what an ambulance service does: saving lives and serving our communities.

Our **Strategy 2024-29** is to differentiate our response to best meet patient needs. We will provide a consistent physical ambulance response for our emergency patients while offering a virtual response for those patients who do not require an ambulance. This will involve integrated care hubs with experienced clinicians and local knowledge who will treat, refer or direct some patients to other appropriate services. This will be enabled by the right technology, supporting and developing our people and working more closely with our system partners.

Our case for change is urgent and we must start now. We have developed detailed and costed implementation plans to start in 2024-25 and then continuing over the remaining years of this strategy.



Key responsibilities

Domain 1: Driving high-quality and sustainable outcomes

'The skills, knowledge and behaviours needed to deliver and bring about high quality and safe care and lasting change and improvement – from ensuring all staff are trained and well led, to fostering improvement and innovation which leads to better health and care outcomes.'

- Provide critical challenge and support to the Chief Medical Officer and Director of Quality and Nursing in the delivery of clinical quality and service safety.
- Work closely with senior colleagues within the Clinical Triumvirate to provide strategic leadership to the prioritisation and planning of developments in the Paramedic, Medical, Nursing and AHP workforce, including the workforce planning process, recruitment and retention, career frameworks, talent management and succession planning, education and development.
- Responsibility for professional leadership of paramedicine and affiliated health professional roles within the organisation, serving as an advocate for the continued development of the professions, their roles within the service and wider healthcare environment.
- Whilst working collaboratively as a triumvirate for the totality of the clinical portfolio, you will lead the inputs necessary for the paramedic workforce to be as effective as possible, including education, development, and supervision.
- Establish and lead the Professional Practice and Career Council on behalf of the Clinical Triumvirate.
- Lead engagement working with executive colleagues with higher and further education institutions and other key stakeholders to promote partnership working, support innovation in education provision and ensure educational processes support the Trust's ambitions relating to diversity and inclusion.

- Collaborate with relevant system and sector leaders about workforce strategies and activities that have relevance for the present and future paramedic workforce of the Trust, and how paramedics could be deployed to complement and strengthen existing models of care.
- To ensure that improvement activities translate into benefit for patients and staff and improve efficiency and patient and staff experience.

Domain 2: Setting strategy and delivering long-term transformation

'The skills that need to be employed in strategy development and planning, and ensuring a system wide view, along with using intelligence from quality, performance, finance and workforce measures to feed into strategy development.'

- The Trust is in transition and its ambition is to move towards a more empowered workforce and to embed clinical leadership throughout the organisation. It is anticipated that the senior triumvirate will eventually take a leadership role within service delivery. Therefore, you will need to have credible clinical skills and be prepared to engage with operational delivery during and lead it following the transition.
- To work with the Board and with executive team colleagues to facilitate a service improvement culture that leads to improved clinical outcomes, patient experience, and value for money.
- Create an environment where paramedics see change as an essential element of healthcare, demonstrated through a quick and positive response in the face of the need for change.
- Driving reform and supporting organisational change and uptake of initiatives that support excellence in clinical education and standards.
- Ensure that the Trust identifies examples of best practice in education to ensure that it benefits from relevant innovations in the field, and developing and championing new initiatives or projects as necessary.

Domain 3: Promoting equality and inclusion, and reducing health and workforce inequalities

'The importance of continually reviewing plans and strategies to ensure their delivery leads to improved services and outcomes for all communities, narrows health and workforce inequalities and promotes inclusion.'

- Ensure the organisation and all AHPs offer a major contribution to the health of the population and aim to reduce inequalities in service provision.
- Model the Trust's commitment to partnership values both internal and external, ensuring an inclusive and diverse approach to decision-making.
- To ensure that the development and delivery of services results in health inequalities being addressed and provides proactive support and leadership on workforce inclusion.
- To ensure that we nurture talent at all levels in the workforce and across all functions and actively aim to create a leadership structure across field delivery that is more representative of the gender and ethnicity of our workforce.
- To have focus on improving the overall health of our workforce working with relevant executive colleagues.
- To be the executive lead for one of our Trust staff networks.

Domain 4: Providing robust governance and assurance

'The system of leadership accountability and the behaviours, values and standards that underpin our work as leaders. This domain also covers the principle of evaluation, the significance of evidence and assurance in decision making and ensuring patient safety, and the vital importance of collaboration on the Board to drive delivery and improvement.'

- Act as principal source of clinical advice in respect of paramedicine and AHP practice to the Board and Executive Team.
- Be the nominated responsible officer for all paramedics and affiliated AHP roles within the organisation and, where required, be a source of communication to and from the Health and Care Professions Council.
- Contribute to the leadership of workforce planning and safe staffing assurance processes.
- Responsible for setting and managing significant financial budgets covering all functions of the directorate within foundation trust governance rules.
- Participate with Board colleagues in maintaining financial balance.
- Develop the overarching organisational education and training strategy encompassing clinical education, leadership development and workforce training.
- To support the Board and Chief Executive, as a key member of the executive team, in the discharge of their statutory duties and to ensure that all strategic and corporate objectives are met.
- Working with the CMO and DQN to embed clinical engagement and leadership in the management of the Foundation Trust.
- Ensure compliance and provide assurance in relation to external education inspections and regulators to support the delivery of all educational courses.

Domain 5: Creating a compassionate, just and positive culture

'The skills and behaviours needed to develop great team and organisation cultures. This includes ensuring all staff and service users are listened to and heard, being respectful and challenging inappropriate behaviours.'

- Take a proactive role in modelling the desired leadership behaviours to ensure the Trust creates and maintains the culture and conditions to empower people to work across organisational boundaries, in multi-disciplinary teams, in service of our strategic priorities and our patients.
- Establish and co-lead with the Chief Medical Officer and Director of Quality and Nursing, the delivery of plans to engage with our staff and support the Trust's ambition to be a Great Place to Work with an inclusive and positive culture, ultimately ensuring the aims of the Chief Executive Officer and the Trust are achieved.
- Lead the development and evaluation of our workforce training and development programmes to deliver innovative solutions to maximise the potential of all staff and our leaders.
- Ensure appropriate provision of learning, coaching and development and education function.

Domain 6: Building a trusted relationship with partners and communities

'The need to collaborate, consult and co-produce with colleagues in neighbouring teams, providers and systems, people using services, our communities, and our workforce. Strengthening relationships and developing collaborative behaviours are key to the integrated care environment.'

- To represent the Trust externally and to work where appropriate with stakeholders to establish good working relationships with the local, and where appropriate, national leads in HEIs, AHP leads and local clinical and quality leaders and the ICS.
- To develop relationships and communication with other chief paramedic and AHP leads to share learning and opportunities.
- To work in partnership with peers, leadership teams and regional stakeholders to deliver successful outcomes, taking time to understand others' perspectives and objectives and using your skills to influence effectively.
- You will develop and maintain a strong working relationship with the Chief Allied Health Professions Officer (England) participating on behalf of the Trust in the Chief Paramedic Forum.
- To support the development with clinical and executive colleagues, transformational models of care in conjunction with our ICBs and the region.

Key Outputs and deliverables in your first 12 months

- Clinical and leadership education strategy.
- Review and redesign the function Operating Model to establish and embed the work of the Directorate at the heart of the organisation.
- Working with executive colleagues set out a roadmap for the Trust's sustainable culture transformation programme and deliverables, role-modelling collaborative and inclusive ways of working.

NHS Board Level Leadership Competencies

- Setting strategy and delivering long-term transformation.
- Leading for equality.
- Driving high quality, sustainable outcomes.
- Providing robust governance and assurance.
- Creating a compassionate and inclusive culture.
- Building trusted relationships with partners and communities.

Essential requirements

- Registered paramedic professional.
- Master's Degree.
- Significant post-registration experience and evidence of continuous professional development.
- Robust understanding of the operation of a unitary Board with significant exposure to Board and sub-committee working.
- Demonstrable experience as a senior leader delivery change and transition whilst maintaining high clinical and operational safety and standards.
- A track record of direct responsibility for budgets and teams, adept at delivering high quality services whilst balancing service and financial pressures.
- Experience of developing the services of an organisation to deliver long-term sustainable and customer-focused provision.
- Strong educational skills and an understanding of educational policy and research and deep understanding of how to train, educate and evaluate educational initiatives effectively.
- A supportive, nurturing, and facilitative approach to the portfolio that allows others to come forward and succeed.

How to Apply

The closing date for applications is **19 May 2024**.

Applications should be made by submitting a full and up-to-date CV, with a covering letter of no more than two sides of A4. Your supporting statement should give evidence of how you meet the requirements of the person specification relating to the role.

Along with your application please include:

- Contact details for up to four referees (who will not be contacted without your permission)
- A contact email address and telephone number
- A completed **Diversity Monitoring Form** and **Fit and Proper Person Monitoring Form**.

All applications should be sent to: **apply@hunter-healthcare.com**. All applications will be acknowledged.

For an informal conversation about the post, please contact Finn McNulty at our recruitment partners, Hunter Healthcare by email: **fmcnulty@hunter-healthcare.com** or phone: 07966 006091

Key dates:

EVENT	DATE
Application deadline	19 May 2024
Shortlist	24 May 2024
Stakeholder events	w/c 10 June 2024
Interviews	18 June 2024





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