

Position Description

Vacancy Title: **Manager Paramedics Services**

Location:

Reports To: **None**

Objective

The Manager Paramedics is responsible for leading the National Fire Authority's Ambulance Service and also ensure that the Authority provides a professional standard emergency ambulance service to the public. The role reports to the Chief Executive Officer.

Outcomes

Organisational Stakeholders

1. Ambulance Services managed effectively.

- Drive the effective implementation of the Ambulance Services
 - Operation requirements ensured
 - Providing emergency care and provide treatment plans for patients in and out of hospital in emergency and non emergency situations
 - Clinical advise effectively provided both face to face or on remote scenarios where necessary
 - Making reasoned decisions regarding initiating, modifying, or ceasing treatment or procedures and ensuring accurate documentation of decisions.
 - Significant proficiency in out-of-hospital medical treatment ensured
 - Operational efficiency ensured
 - Identify relevant equipment's suitable for Ambulances
 - Ensure that ambulance equipment is safe, maintained and secure stock on medication and drugs, safe use of vehicle and clinical equipment's
 - Proposals submitted to Management for consideration
 - Manpower requirement identified
 - Ambulance crews are ready to attend to emergency calls and the crews are trained to attend to such incidents
- Internal procedures and guidelines maintained
- Budget preparation, monitoring and management
- Risk management planning and assessment

2. Teamwork and cooperation

- Cooperation within the team and greater function / department
 - Internal development ensured
 - Training identified and conducted for NFA paramedics
 - Mentoring and training of existing paramedics and other ambulance crew
- Cooperation across functions / departments
 - Provide clinical leadership and coordination of ambulance crews
 - Maintain regular communication with the respective Station Officers and monitor ambulance movements and also improve on response status
 - Continue routine mentoring of staff on a one to one basis and support improvements to performances
- Work collaboratively to achieve the set targets and goals
 - The first point of contact for on treatment or clinical decision making skills to promote the use of appropriate care and provide detailed clinical care advise
 - Consult other health professionals and communicate complex or sensitive situations at internal and external levels for support
 - Provide counselling where necessary for distressed emotionally and mentally disturbed situations and responses

3. A developing and growing department / division

- Improving procedures and compliance
- Improvement in stakeholder service levels
 - Provide Management with Technical advice on the Ambulance Services
- Growth in efficiency and effectiveness
- Improvements from application of technology
- Developing and growing workforce competence with succession planning

4. Informed management and other stakeholders

- Provide technical / professional advice to management and other stakeholders
- Conduct research and compile reports for management

5. Procedures developed, monitored and implemented

- Develop, monitor and implement procedures to improve the efficiency of the team's work and to better meet the public's need
- Implement and monitor risk management procedures

6. Team Management

- Prepare work plans (annual, monthly and weekly basis)
- Delegate work and supervise staff
- Provide guidance
 - Providing clinical leadership, development, and mentorship to operational personnel, including newly qualified paramedics

7. NFA's image and value standards demonstrated and promoted

- Collaborate with other teams in the organisation for the benefit of the organisation
- Monitor and encourage team members to uphold image and value standards
- Uphold and demonstrate the organisation's image and values

Product's Stakeholders

1. Operational and statutory compliance

- Statutory compliant to laws and regulations
 - Health and safety compliance
 - Environmental compliance
- Operationally compliant to the organisation's policies and procedures

Responsibilities - Key Competencies

Competence	Description
Business	
Risk Management	Analyse and manage risk.
Change Management	Implement and manage changing situations resulting from a change in strategic/business.
Planning	Deliver results by developing, reviewing or following a work plan, action plan or operational plan.
Resource Management	Deliver results through the efficient and effective allocation and use of supplies , equipment and people.
Systems and Procedures	Develop and/or apply procedures to assist the organisation achieve its goals.
Customer	
Customer Commitment	Demonstrate a commitment to customer service - both internal and external customers.
Relationship Building	Build beneficial relationships with suppliers and stakeholders.
Social and Cultural Awareness	Respond respectfully and effectively to people of different cultural and social backgrounds.
Operational	
Equipment Operation	Control the operation of specialised equipment, plant or vehicles to satisfy the demands of the assignment.
Health and Safety	Establish and maintain a safe and healthy work environment.

Qualifications

Qualification	Discipline	Notes
Desirable		
Degree	Health and Medical Services	

Work Knowledge and Experience

- Have extensive paramedics experience with medical or nursing background.
- Have broad and diverse knowledge and experience of emergency service operations, particularly relating to Ambulance or equivalent and tertiary qualification in paramedical services
- Profound understanding of medical procedures, terminology, and medications
- Ability to effectively communicate with patients, team members, and other healthcare professionals
- Strong leadership skills to guide and develop operational personnel
- Demonstrates advanced knowledge and skills in community paramedicine

Requirements

Professional Associations

- Certified Paramedics

Regulatory Compliance Requirements

First Aid Certificate
Driver's License
Police Clearance

Other Required Requirements

No other required items found.

Interactions

Type	Interaction	Comments
Internal		
	All staff	
External		
	Statutory Authorities	
	Executive Management Team	
	Shareholders	

Attributes

Behavioural Styles

Accountable	Assumes full responsibility for own actions and identifies with the success or failure of own part of the overall work/goal.
Detail oriented	Attends to the small elements of a task/activity, ensuring completeness and accuracy.
Reliable	Is able to be trusted to do what is expected or has been promised, puts in a great amount of effort believing in the value of work.
Resilient	Cope positively with stress and catastrophe. Bounces back from setbacks, mistakes or misfortunes.

Interpersonal Styles

Empathic	Has the ability to understand somebody else's feelings or difficulties.
Perceptive	Shows keen insight and understanding of issues or situations.
Realistic	Shows concern for facts and reality, rejecting the impractical.
Team Oriented	Enjoys being with others as part of a group or team.

Thinking Styles

Abstract/conceptual thinker	Creates abstract or generic ideas generalised from particular instances.
Challenger	Queries, tests information/beliefs and provokes thought.
Flexible/Adaptable	Readily accommodates changing circumstances, modifying own behaviour and/or views. Able to adjust easily to new conditions.
Initiative	Takes action and makes decisions without the help or advice of other people.
Well organised	Controls tasks in a well thought out and critical manner.

How To Apply

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Contact for Enquiries

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Further Contact Information: --

Closing Date: 19 May 2024