

 Feidhmeannacht na Seirbhíse Sláinte Health Service Executive		Office of the National Director of HR, Block D, Floor 2, Parkgate Business Centre, Parkgate Street, Dublin 8. Tel: 01 6352827 Fax: 01 6352813 E-mail: <a href="mailto:nationalhr@hse.ie">nationalhr@hse.ie</a>
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**15<sup>th</sup> June 2006.**

**HSE Circular 010/2006**

**To: Assistant National Directors of Human Resources HSE  
Hospital Network Managers  
Each Chief Ambulance Officer.**

**Re: Team Leader Emergency Medical Controller**

Arising from the Labour Relations Commission Adjudication finding of October 2005 on a number of ambulance issues, the grade of Team Leader Emergency Medical Controller (grade V) is now to be established.

The role of Team Leader EMC is to manage a complement of staff dedicated to the operation of a Communications Command and Control Centre in order to efficiently and effectively manage and coordinate the utilisation of various forms of emergency ambulances, patient transport service and first responder resources to meet the needs of the service users.

### **Job Description and Terms and Conditions of Employment**

Essential qualifications for the post, as well as job description and terms and conditions of employment covering annual leave, pension, tenure, qualifications, annual leave, working hours have been agreed with the union are attached for your information.

The salary scale for Team Leader EMC, which is analogous to the clerical administrative grade V, has five incremental points and two Long Service increments. The following is the salary scale as at 1<sup>st</sup> December 2005:

1.	€37,704
2.	€38,959
3.	€40,213
4.	€41,467
5.	€42,721
<b>1<sup>st</sup> LSI</b>	<b>€44,174</b>
<b>2<sup>nd</sup> LSI</b>	<b>€45,623</b>

### **Long Service Increments**

The granting of long service increments will be in accordance with the normal granting of LSI's in the health service, i.e. three years on maximum point of the Team Leader salary scale for the first LSI and a further three years on the LSI before the granting of the second LSI.

### **Accelerated Increment with Starting Pay**

As provided for in the adjudication finding of October 2005, EMC's promoted to position of Team Leader EMC, in addition to the starting pay on promotion rules of 10/71, will receive an additional increment, on a once-off basis. (The accelerated increment will not apply to personnel promoted at a future date)

### **Assimilation**

The new pay scale will only become operational from the date of appointment of individuals to the new post of Teamleader EMC.

### **Annual leave**

Annual leave entitlements are as follows:

- ❖ 21 days in 2005
- ❖ 22 days commencing 1/1/06
- ❖ 23 days commencing 1/1/07

(In the case of EMC's employed in the former SHB and the ERHA, promoted to the grade of Teamleader EMC, the above leave entitlement is 23 days commencing 1/1/06 and 24 days commencing 1/1/07, on a personal to holder basis).

### **Working week**

The hours of attendance i.e. 39 hours per week, involves shift work.

### **Allocation of Posts**

As provided for in the adjudication findings, one Team Leader EMC post, per shift, per Regional Control Centre, will be established in the five current Regional Control Centres. The 30 Team Leader EMC posts will be allocated to the following ambulance Regional Control Centres as follows:

Navan	6
Wexford	6
Tullamore	6
Ballyshannon	6
Limerick	6

These posts are subject to the following:

1. No additional posts being introduced. (i.e. w.t.e. neutral)
2. The above Team Leader EMC posts will be filled by way of a confined competition, which is being organised by the HSE, West on behalf of the Ambulance Service.
3. No additional numbers are contemplated other than those set out above.

### **Recruitment**

The HR Department, HSE West, is organising the recruitment campaign for these personnel in conjunction with HR in the various HSE regions.

### **Driving Licence Requirements**

Successful candidates will be given a three months grace period to obtain a CI/DI licence, in advance of appointment to Team Leader EMC. This grace period applies to the first completion i.e. to those personnel promoted as result of implementing the October 2005 Ambulance Adjudication Finding.

If you have any queries in relation to the content of this circular, you can contact Ms Gaye Dalton, Ms Catriona Mc Connelleogue or Ms. Denise O'Shea at the HSE – Employers Agency, 63 – 64 Adelaide Road, Dublin 2, Tel. 01 6626966.

**Yours sincerely,**




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**Martin Mc Donald,**  
**A/National Director of Human Resources.**

**Cc     Mr. Frank Mc Clintock, Asst. National Director of NHO.**  
**Mr. Liam Woods, National Director of Finance.**



## **Team Leader Emergency Medical Controller**

### **Job Specification**

The HSE Ambulance Service is seeking to promote ambulance staff to Team Leader Emergency Medical Control position in the Regional Ambulance Control Centre.

The role of the Team Leader, is to manage a complement of staff dedicated to the operation of a Communication Command and Control Centre in order to efficiently and effectively manage and coordinate the utilisation of various forms of Emergency ambulance, patient transport service and first responder resources to meet the needs of service users.

To do this will mean co-operating with the introduction of new technological Advances in areas such as Alert, mapping, automatic vehicle location (AVL) and Medical Priority Dispatch Systems encompassing voice data and visual transmission systems.

Successful candidates will be required to support the creation of a dynamic team environment where all personnel on the team are encouraged to strive for the standards of excellence in patient care, consistent with the aims of the HSE ambulance service.

### **Objectives of the post**

The Team Leader EMC is responsible for the efficient and effective control and utilisation of emergency ambulance and patient transport resources to meet service users needs in a timely manner and within the framework of policies, procedures and guidelines.

The Team Leader EMC has a key role in delivering an effective response to emergencies within an established set of performance indicator response times. S/he will play a lead role in improving communication both within an externally to

the service, by performing their duties in line with ethos of customer/client service.

The Team Leader EMC will also have administrative tasks to ensure the smooth running of the Regional Ambulance Control Center and to ensure that standards are met.

### Essential Qualifications, Experience and Knowledge

Each candidate must, at the latest date for receipt of completed application form for the post:

- Have a good standard of education
- Knowledge of the health service
- Possess a high degree of organizing ability
- Possess sufficient administrative capacity to discharge the function of the grade including:
  - Knowledge of command and control systems
  - Competent computer skills
  - Communication skills
  - Knowledge of transmission systems
  - Ability to control/utilize human resources to optimum effect
- In depth knowledge of SOP's and ICT systems in use within the Ambulance service
- Knowledge of relevant legislation and codes of practice
- Possess a current driving license class C1 and DI or above
- Have the ability to utilize resources appropriately within the context of logistical requirements and the principles of strategic deployment
- Be a team player with ability to create and maintain a good team working environment
- Knowledge of Human Resource Management e.g. recruitment, training, staff development, industrial relations issues.
- Leadership skills with ability to motivate staff and influence staff actions
- Staff management, e.g. giving and receiving feedback, achieving high levels of performance.

### **Reporting Relationship**

Chief Ambulance Officer, Assistant Chief Ambulance Officer or designated Ambulance Officer.

## **Principal Duties and Responsibilities**

### *Supervisory Duties*

Supervise a complement of Emergency Medical Controllers in the Regional Control Center.

Assume shared control along with other Team Leaders for the day-to-day operational and administrative management of the Regional Control Center

To take the lead role in problem solving/decision making

To maintain a high level of effectiveness and efficiency, by ensuring compliance with Standing Operational Procedures and fostering good working relationships within the Regional Control Center

To maintain agreed emergency ambulance cover in the area (availability of vehicles)

To ensure that approved operational control procedures are observed and adhered to.

To provide information for the validation E.M.C. overtime payroll claims

To ensure that all ambulance requests are dealt with according to priority.

To ensure that all relevant telephone and radio calls are answered promptly and in a professional and customer related manner.

To take responsibility for vehicle breakdowns in the absence of a Leading E.M.T. in an efficient and cost effective manner to maximize vehicle availability.

To carry out equipment and radio checks on specialist vehicles as may be in service at any given time, e.g. Mobile Control Unit.

May be required to carry out the duties of an Ambulance Officer (e.g. Control/Communications) in an "acting up" capacity.

Keeping the Chief Ambulance Officer or appropriate Ambulance Officer apprised of all matters in relation to utilisation of resources.

### ***Administration***

Liaise with the Ambulance Communications Officer in relation to changes or trends in demand or operational factors and makes recommendations to deal with them.

Be responsible for the compilation and presentation of activity and response time reports on a daily basis, and any other relevant reports as required.

Be responsible for ensuring that any equipment failure is dealt with in a timely and cost effective manner.

Be responsible for ensuring the recording of details of patients, journeys and duty hours are maintained in accordance with Service procedures, Records management Policy and Data Protection Act 1998 and 2003.

If required to do so, s/he will provide statistics on ambulance response times, and such other statistics and administrative information as may be required from time to time.

To maintain and submit records as required by the Chief Ambulance Officer or a designated Ambulance Officer to include Vehicle Inspection Forms, Vehicle/Equipment Defect Report Forms or any other reports as required relating to appropriate vehicles, e.g. Mobile Control Unit.

Co-operate with and be familiar with all management procedures and policies.

### ***Control Duties***

Monitor the effective and efficient utilisation of all resources within the parameters as provided by Standing Operational Procedures in response to all requests.

To ensure compliance with Standing Operational Procedures and foster good working relationships.

To be responsible for the effective and efficient pre planning of routine patient transport work and associated transport schedules.

To ensure that all requests for Ambulance and PTS are dealt with appropriately with particular emphasis on "can do" approach ensuring the best outcomes for all patients and clients.

To operate such communications facilities as required in order to achieve the services objectives.

To mobilize and brief ambulance crews, health services (hospital and community based) and other agencies as required and where appropriate.

To ensure communication networks are used in line with service policy

Liaise with non-health service agencies as required.

Deputise for the Communications Officer as required.

Operate the telephone switchboards – Carry out the functions of an Emergency Medical Controller.

Report unusual incidents and equipment faults to the Communications Officer and where applicable arrange repair.

Be courteous and attentive to service user needs.

Undergo prescribed training (systems/communications/driving) courses as is necessary to maintain and improve professional skills.

Carry and operate communications/paging/mobile/telephone and visual (CCT etc) equipment as may be required. To use and ensure use of all ambulance service technology to its full potential, regardless of function, within the control room setting.

Identify how systems/procedures/protocols/guidelines can be improved, through technology of "smarter" working practices, to improve the delivery of service.

Keeping the Chief Ambulance Officer/Assistant Chief Ambulance Officer or designated Ambulance Officer apprised of all matters in relation to Ambulance Crews and vehicles.

### ***Clinical***

Provide appropriate Pre post dispatch and Pre arrival instructions in response to all Ambulance calls in a prompt and timely manner to responding resources.

Comply with all appropriate dispatch codes and actions as determined by a Medical Priority based Dispatch System or other systems.

### ***Driving***

Drive vehicles types as requested and operated by the Ambulance Service, e.g. Mobile Control Unit, etc., in accordance with the Policy for Vehicular Emergency Response, Safe Work Practice Sheet on Driving and the Site Specific Safety Statement for E.M.C.'s.

Maintain regular communications with Ambulance Control to register updates regarding cancellations, additions and mobility requirements.

### ***Vehicle Check Control***

Check any vehicle, as requested to use, prior to use ensuring that it is fully equipped, visually checked for defects and all equipment is functioning and ready for use in accordance with Service procedures appropriate to Control functions.

At regular intervals, as determined by an Ambulance Officer, carry out and complete a Vehicle Inspection Form, ensuring that all defects, deficiencies and accident damage are reported on a Vehicle/Equipment Defect Report Form to the appropriate Ambulance Officer.

To carry out radio, communications and equipment checks on specialist vehicles as may be in service at any given time.

### ***Tours of duty***

Be prepared to work to agreed rosters, carry out the duties of an Emergency Medical Controller Team Leader and emergency Medical Controller and be available for duty outside of normal rostered hours as and when the need may arise.

To foster good working relationships with the Control Center with special emphasis on team work with the ethos of the patient comes first.

To report to an Ambulance Officer as designated by the Chief Ambulance Officer.

To comply with all present and future Standing Operational Procedures including Clinical, Operational and Control related as well as Service Policies and Procedures.

### ***Developmental Responsibilities***

To mentor and coach Emergency Medical Controllers – Trainees and foster an atmosphere of learning by example.



To undergo and successfully complete such training as may be prescribed by the Pre Hospital Emergency Care Council and the Ambulance Service for both organisational and individual development.

Identify and seek the support of the Ambulance Service for relevant professional development opportunities necessary to maintain and improve clinical competence.

Identify developmental opportunities within the work context and take part in activities, which lead to continuing personal and professional development.

Attend supervision and appraisal sessions with Ambulance Officers as required.

### ***Security***

Accept responsibility for security of the Control Centre, specialist vehicles and equipment where appropriate.

### ***Cleaning***

Maintain the HSE Ambulance Service standards of cleanliness for vehicles, equipment and workstations.

### ***Major Incidents***

To act within the principles of Major Incident Management and Support (M.I.M.M.S) during major incidents if the need arises and to carry such communications equipment as necessary and to be familiar with the Major Emergency Plan.

Participate in exercises and training sessions designed to improve the ability of the HSE Ambulance Service to respond to a Major Incident/Emergency.

### ***Ambulance Service Equipment***

Operate all equipment relevant to your duties, in accordance with Standing Operational Procedures and manufacturers instructions.

### ***Confidentiality***

Maintain confidentiality in relation to personal data held for colleagues and patients, ensuring it is processed lawfully; for no purpose other than for which it was intended; is relevant to the purpose; is retained for no longer than is necessary; is processed in accordance with the rights of the subject to access and accuracy; and is protected from accidental loss or damage in accordance with the requirement of the Data Protection Act, 1988 and 2003, and records management guidance.

Maintain confidentiality of patient identifiable personal data using a non-identifiable alternative, where practicable and limiting access on a strictly need to know basis.

### ***Risk***

Ensure all verbally reported incidents are documented in a timely manner and forwarded to the appropriate Ambulance Officer in line with policies and procedures for incident reporting.

Be personally responsible for not undertaking any task or action, which would knowingly cause risk to themselves, others, or to the Ambulance Service.

As far as is reasonably practicable attempt to prevent other people from undertaking tasks or actions, which would knowingly cause risk to themselves, others, or to the Ambulance Service.

Identify and report actual or potential hazards/risks in the work environment in accordance with the Ambulance Service Safety Statement.

Participate in briefing/training sessions and carry out any agreed control measures and duties as instructed.

Take immediate action to minimize risks where it is reasonably practicable to do so.

### ***Miscellaneous***

This job description indicates the main functions and responsibilities of the post and is subject to review and amendment in light of changing circumstances and may include other duties and responsibilities as may be determined from time to time by the Health Service Executive Ambulance Service.

Other tasks reasonably and normally incidental to the post are set out in Ambulance Service Policies, Training, Operational and Health and Safety instructions, Standing Operational Procedures, Code of Conduct and general information circulars.

Any other duties which may be assigned from time to time by the Chief Ambulance Officer, Assistant Chief Ambulance Officer or designated Ambulance Officer.

## Team Leader Emergency Medical Controller

### Terms and Conditions of Employment

<b>Character</b>	Each candidate for and any person holding the office must be of good character.
<b>Tenure</b>	The post is permanent, full time and pensionable. Candidates will be expected to give an undertaking to commit to ongoing training, development and fitness to practice guidelines.
<b>Acquisition of State Registration</b>	Be prepared to obtain state registration (NQEMC), as will be held in the future by the Pre Hospital Emergency Care Council and be prepared to maintain such registration through continuing professional development and compliance with practice guidelines and the fitness to practice process.
<b>Examinations</b>	Provide a copy to the Chief Ambulance Officer of all examination results, training reports and certificates as conferred and/or provided by any relevant authority.
<b>Driving Licence</b>	You must hold valid unendorsed full CI and DI driving licenses, which must be submitted to the Chief Ambulance Officer before any offer of appointment is made.
<b>Remuneration</b>	This salary scale is aligned to the salary scale for clerical administrative Grade V for pay purposes only. The remuneration as at 1/12/05 is as follows: €37,704 - €38,959 –€40,213 – €41,467 – €42,721 LSI 1 <sup>st</sup> €44,174– 2 <sup>nd</sup> LSI €45,623.
<b>Probation</b>	Every permanent appointment of a person who is not already a permanent employee (non officer) of the Health Service Executive shall be subject to a probationary period of 12 months.

<p><b>Superannuation</b></p>	<p>Deductions will be made from remuneration in respect of Superannuation Contributions payable under the provisions of the Local Government (Superannuation Revision) (Consolidation) Scheme, 1998, and in respect of contributions under the Local Authorities Spouses and Children's Pension Scheme.</p> <p><u>Class A PRSI – Main Scheme</u></p> <ul style="list-style-type: none"> <li>❖ 3½% of net pensionable earnings (salary + pensionable allowances) reduced by twice the existing rate of OACP towards pension for full PRSI employees.</li> <li>❖ 1½% of full pensionable earnings towards lump sum.</li> </ul> <p>Spouses' and Children's Contributory Pension Scheme</p> <ul style="list-style-type: none"> <li>❖ 1½% on net pensionable earnings (salary + pensionable allowances) reduced by twice the existing rate of OACP.</li> </ul> <p><u>Modified PRSI – Main Scheme</u></p> <ul style="list-style-type: none"> <li>❖ 3½% of full pensionable earnings (salary + pensionable allowances) towards pension.</li> <li>❖ 1½% of full pensionable earnings towards lump sum.</li> </ul> <p>Spouses' and Children's Contributory Pension Scheme</p> <ul style="list-style-type: none"> <li>❖ 1½% on full pensionable earnings (salary + pensionable allowances)</li> </ul>
<p><b>Working Week</b></p>	<p>The hours of attendance i.e. 39 hours per week, involves shift work. You will be expected to be available for duty outside of the rostered hours as and when the need may arise.</p>
<p><b>Annual Leave</b></p>	<p>Annual leave entitlement for this grade is as follows:-</p> <ul style="list-style-type: none"> <li>❖ 21 days in 2005</li> <li>❖ 22 days commencing 1/1/06</li> <li>❖ 23 days commencing 1/1/07</li> </ul> <p>(In the case of EMC's employed in the former SHB and ERHA, promoted to the grade of Team Leader the above leave entitlements is 23 days commencing 1/1/06 and 24 days commencing 1/1/07, on a personal to holder basis.</p> <p>From the 1/4/07 the annual leave entitlements for Team Leader EMC will be standardized. With effect from this date the annual leave entitlement for Team Leaders EMC will be 23 days.</p>
<p><b>Age</b></p>	<p>The lower age limit applying to this post is 21 years, the upper age limit is 65 but this shall only apply to a</p>

	<p>candidate where s/he is not classified as a new entrant (within the meaning of the Public Service Superannation (Miscellaneous Provisions) Act, 2004. A candidate who is not classified as a new entrant must be under 65 years of age on the first day of the month in which the latest date for receiving completed application forms for the post occurs.</p>
<b>Health</b>	<p>A candidate for and any person holding office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.</p>
<b>Starting Pay On Promotion</b>	<p>For starting pay on promotion purposes, the attached principles of starting pay on promotion (i.e. circular 10/71), will apply to personnel promoted to Team Leader EMC.</p>
<b>Long Service Increments</b>	<p>Long Service Increments in the public service were established to recognise a person's service in a specific grade. Staff must complete three years service on the maximum of the grade before they are eligible for the LSI.</p> <p>The first Long Service Increment will be given to an employee who has been remunerated at the maximum point of the salary scale for a period of 3 years.</p> <p>The second Long Service Increment will be given to employee who has been remunerated at the first long service increment for a period of 3 years.</p>
<b>Incremental Credit</b>	<p>Incremental Credit may be granted in respect of previous work experience. In this regard, candidates who are successful at interview and being processed for appointment will be required to submit details of previous relevant work experience.</p> <p>Details of the exact dates and the capacity in which the candidate was employed should be given so that an assessment can be made of the equivalence of professional qualifications, obtained either within or outside of the State.</p>