



### Job Description

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| <b>Job Title</b>    | Education Performance Manager                    |
| <b>Band</b>         | AfC Band 8B                                      |
| <b>Location</b>     | Education Centre, (Ilford, Kenton or New Malden) |
| <b>Reporting to</b> | Deputy Director Clinical Education and Standards |

#### Job Purpose

The post holder will have overall responsibility for developing and managing all governance activity and services within education and training.

This post is designed to help ensure that all aspects of the department's systems and services are of the highest standard measured against both national and internal benchmarks. The post holder will support other departmental managers in ensuring that all aspects of the department's business are reactive, productive and well maintained. This will include co-ordinating change and auditing quality of courses and responding, in the first instance, to queries regarding specific courses and areas of training & education.

The post holder will take a lead role in providing monitoring and support mechanisms for the constant review and improvement of all materials, courses, procedures and systems through working closely with the various teams throughout the department, and through providing line management to the Administration Manager and their team. They will take a lead responsibility for the continual audit and review of every aspect of the department's business to assist in ensuring that quality and standards, both product and professional, are maintained.

The post holder will represent the department in all related governance activity in the wider organisation, including legal services and the governance unit, having lead responsibility for the direct feedback of case analysis into the Department to highlight shortfalls in education and development practices. As a consequence, the post will be key to promoting changes in Department procedures, thereby helping to reduce subsequent clinical risk and recurrence of vulnerable practices throughout the Trust

#### Key Result Areas & Performance Indicators

- Improving clinical and education governance across the organisation
- Ensuring that educational services meet appropriate requirements for quality and standards
- Providing leadership, support and example to staff.
- Delivery of effective and timely support to the education and development function.
- Identifying shortfalls in practices and procedures in both the department and the LAS, and promoting solutions to overcome deficiencies.
- Establishing and maintaining a high standard of customer/user care.
- Encouraging cross-boundary working practices within the department, involving and supporting

staff as appropriate.

- Providing effective managerial support for all direct reports
- Contributing to the quality and effectiveness of education and development by identifying areas for change, and through the maintenance of professional and statutory standards.
- Facilitating the involvement of all department staff in maintaining and developing quality.
- Contributing to the successful planning, coordination and completion of all departmental improvement and development.
- Contributing to the professional standing of the organisation by identifying and influencing change, and liaising with all relevant internal and external parties.
- Ensuring that all conditions for appropriate accreditation standards are met.
- Contributing to the future development of the post and review of the job description.
- Achieving personal outcome plan and personal development plan objectives

### Key Relationships & Stakeholders

- Deputy Medical Directors
- Deputy and Assistant Directors of Operations
- Clinical Education Managers
- Equality & Diversity Manager
- Head of Governance
- Head of Legal Services
- Team Leaders
- Paramedic Tutors
- Human Resource managers
- People and Organisation Development managers
- Support/Logistic managers
- External HE partners
- PCTs and other NHS Trusts
- NHS Ambulance Services
- NHSLA
- Standards for Better Health
- Educational establishments and organisations
- other Emergency and Voluntary Services and Professional Bodies

### Key Responsibilities

| Strategy   | Demonstrated by:  |
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| <ul style="list-style-type: none"> <li>• Take a lead role in supporting and advising the continuous process of departmental improvement and development. Monitor and identify procedures and processes that could be modified or abandoned, and contribute to developing new practices that will lead, through education, learning and personal/career development, to both improved patient care</li> </ul> | <p>Meeting key role responsibilities and delivery of projects, tasks and objectives.</p> <p>Contribution to the Annual plan and actions</p> |

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| <p>and staff job satisfaction and welfare.</p> <ul style="list-style-type: none"> <li>• Contribute to the development of improvement plans and their delivery.</li> <li>• Develop appropriate partnerships and effective inter-professional and cross boundary working, both within the Trust and with other relevant educational and professional organisations.</li> <li>• Assist and advise on the design of quality systems and review mechanisms to ensure the consistent delivery of all clinical education and development to defined quality standards.</li> <li>• Monitor the implementation of all current patient care development strategies, and the promotion of Clinical Governance issues, within clinical education and development.</li> <li>• Lead in monitoring departmental learning and development strategies, policies and procedures to help in ensuring uniformity of standards across the department.</li> <li>• With the CE&amp;S Management team, take a lead role in the evaluation of education, learning and development outcomes and assist in the design of strategies to overcome performance deficiencies.</li> <li>• Take a lead role in identifying and monitoring changes in relevant legislation, policies and procedures, both within the organisation and at national level. Represent the Department as appropriate, ensuring that its views and best interests, as well as those of the LAS, carry influence and are duly reflected and communicated in all activities undertaken.</li> <li>• Support and advise all departmental managers in helping to ensure the high standards of all departmental services. Work in partnership with the Governance Development Unit, Legal Services and PALS to ensure that standards are agreed and applied, and that regular and appropriate evaluation is made, and feedback and recommendations given.</li> <li>• Establish a clear and firm interface between the department and Legal Services, providing as required professional advice and expertise as a result of the case analysis process. On behalf of the department, take a lead role in liaising with all relevant parties both within the organisation, as well as those from outside agencies such as the NHSLA, legal firms etc.</li> </ul> | <p>Planning &amp; Organising</p> <p>Quality Standards</p> <p>Report writing</p>  |
| <p><b>Operational Delivery</b></p>  | <p><b>Demonstrated by:</b></p>   |
| <ul style="list-style-type: none"> <li>• Through the provision of education governance services, promote the highest standards of patient care and contribute to ensuring that A&amp;E Sector teams achieve the objectives of the patient care development strategy.</li> </ul>   | <p>Meeting key role responsibilities and delivery of projects, tasks and objectives.</p> <p>Completion and delivery of the</p> |

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| <ul style="list-style-type: none"> <li>• Manage resources to ensure optimum service delivery in accordance with agreed performance measures.</li> <li>• Report monthly to the Deputy Director CE&amp;S on governance activity.</li> <li>• Ensure that performance management systems are in place to provide for individual accountability for performance variances on a monthly basis.</li> <li>• Contribute to the implementation of agreed educational performance improvement strategies and report against agreed performance improvement trajectories.</li> <li>• Contribute towards the development of service-wide agreements, policies and procedures.</li> <li>• Implement initiatives aimed at improving the level of support that is available to staff around education and personal and career development, including analysing staff survey feedback and other feedback from staff on current issues that are of concern.</li> <li>• Lead on ensuring that shortfalls and recommendations arising from case reviews of problematic inquests and legal claims are communicated within the Department and acted upon.</li> <li>• Work with HE partners and other departmental managers to enable the required HE quality assurance standards to be met and maintained.</li> </ul> | <p>Annual plan and actions</p> <p>Lead and contribute to Audit processes</p> <p>Planning &amp; Organising</p> <p>Quality Standards</p> <p>Report writing</p> |
| <p><b>Quality Care &amp; Governance</b></p>   | <p><b>Demonstrated by:</b></p>   |
| <ul style="list-style-type: none"> <li>• Lead the internal and external education quality assurance framework including conducting and participating in audits and responding to audit outcomes, to ensure programmes meet accreditation and registration requirements</li> <li>• Manage the department Risk Register, ensuring all forms are completed and submitted, and actions and entries are up-to-date, and the Deputy Director CE&amp;S is informed of risks and mitigation strategies.</li> <li>• Ensure appropriate arrangements are in place to manage clinical and non-clinical risks. This will involve identifying risks and implementing plans to mitigate them, and addressing action owners to achieve prescribed requirements.</li> <li>• Contribute to the Trust's Risk Management through the provision of appropriate education and development for all staff.</li> </ul>  | <p>Quality Standards</p> <p>Judgement</p> <p>Delivery of projects, tasks and objectives</p> <p>Ongoing accreditation of programs</p> <p>Monthly reports</p>  |

| Stakeholder Relationships   | Demonstrated by:   |
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| <ul style="list-style-type: none"> <li>• Enable the continuous review, development and maintenance of the quality and professional standards of clinical education services, ensuring that they enable these services to be successfully delivered to the highest standards.</li> <li>• Encourage self-managing teams and decentralised decision making within the department, with an emphasis on continuous learning and improvement and the setting of new standards.</li> <li>• Act as a lead communicator of education and training governance related issues, ensuring that all queries are addressed quickly and appropriately, and that all appropriate information is readily and easily available.</li> <li>• Develop channels for effective two-way communication between the operational, legal services and governance departments and clinical education and development functions. Provide an interface between the department and these departments, representing the department in governance fora as required.</li> </ul>   | <p>Communication</p> <p>Planning and Organising<br/>Judgement</p> <p>Quarterly reports</p>   |
| People Management   | Demonstrated by:   |
| <ul style="list-style-type: none"> <li>• Through all aspects of both managerial and personal behaviour, demonstrably uphold and maintain the service's values.</li> <li>• Articulate both the Trust's vision for the department and how all departmental staff can contribute to its realization.</li> <li>• Provide leadership and line-management support, facilitation and direction for direct reports.</li> <li>• Provide advice and mentorship for all direct reports, agreeing both personal performance outcome plans (objectives) and personal development plans (PDP). Provide regular appraisal and feedback to facilitate their achievement, managing performance issues effectively and constructively.</li> <li>• Employ and continuously develop an enabling, supportive and empowering management and leadership style. Seek regular feedback from colleagues and direct reports to enable self-awareness of personal impact and effectiveness.</li> <li>• Develop a continuous learning approach, guided by the management competency framework, personal effectiveness feedback and the needs of senior managers, direct reports and teams, and reinforced within personal performance outcome plans and personal development plans.</li> <li>• Ensure that all requirements for necessary personal and professional skills and qualifications are met and maintained.</li> </ul> | <p>Communication</p> <p>Judgement</p> <p>Decisiveness</p> <p>Direct report PDRs complete</p> |

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| <ul style="list-style-type: none"> <li>• Ensure that staff are able to work in a safe and conducive working environment and that LAS responsibilities regarding Health &amp; Safety and staff welfare legislation and best practice are fulfilled throughout the department.</li> <li>• Demonstrate a personal commitment to valuing diversity and equal opportunities.</li> <li>• Respond as required as part of the organisation's Major Incident procedure.</li> <li>• Represent the Deputy Director of CE&amp;S as required.</li> </ul> |  |
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| <b>Resource Management</b> | <b>Demonstrated by:</b> |
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| <ul style="list-style-type: none"> <li>• Manage resources within agreed financial budgets and in compliance with Standing Orders and Standing Financial Instructions. Take corrective action where necessary and update the Deputy Director CE&amp;S regularly on the projected end of year financial position to ensure financial balance.</li> <li>• Contribute to the annual budget setting process and assume responsibility for developing any local bids for additional funding as part of the overall service planning process</li> </ul> | Monthly reports |
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| <b>Infection Prevention &amp; Control</b> |
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All Trust employees, whether involved directly or indirectly in the provision of healthcare, have a duty to co-operate with and implement Trust policies and procedures in preventing and controlling infection. This includes co-operation with colleagues and contractors also involved in the provision of healthcare so far as is necessary to enable the Trust to meet its obligations under the Health and Social Care Act 2008.

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| <b>Safeguarding</b> |
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The London Ambulance Service NHS Trust is committed to safeguarding and promoting the welfare of children and young people and adults at risk and expects all staff and volunteers to share this commitment and ensure they work in accordance with the LAS Safeguarding Child and Adult at Risks Policies and Procedures.

Staff should ensure that they remain up to date with safeguarding training requirements and know how to report safeguarding concerns or allegations against staff and should follow safeguarding policy and procedures and the allegations against staff policy.

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| <b>Confidentiality</b> |
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Maintain confidentiality in relation to personal data held for colleagues and patients, ensuring that it is processed lawfully; for no purpose other than that for which it was obtained; is relevant to that 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 requirements of the Data Protection Act (as amended), 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 in accordance with the responsibilities of the Trust's Caldicott Guardian.

## **Risk**

Accept personal responsibility for contributing to the Trust's management of risk, including the reasonable avoidance of any action which would knowingly cause unacceptable risk to self, others, or to the Trust.

As far as is reasonably practicable attempt to prevent other people from undertaking tasks or actions which would knowingly cause risks to self, others, or to the Trust, in accordance with Trust policy and training.

Identify and report actual or potential hazards/ risks in the work environment in accordance with Trust policies, and take immediate action to minimise risks where it is reasonably practicable to do so.

Identify and report to the appropriate authority incidents of risk, neglect, abuse or endangerment to vulnerable adults and children.

Follow LAS policy on use of PPE (Personal Protective Equipment) e.g. Stab Vests, Hi- Visibility Clothing, Gloves, Visors etc.

Awareness of and compliance with Health and Safety Regulations.

## **Equality and Diversity**

The Trust recognises the need for a diverse workforce and is committed to Equal opportunities in employments. And seeks to eliminate unlawful discrimination. To promote equality of opportunity and good relations between staff and patients (including volunteers, contractors and bank staff) must at all times fulfil their responsibility with regards to the Trust Equality and Diversity policy and the Equality Act of 2010. All individuals have responsibility to highlight any potential discriminatory practice

## Person Specification

(A = application, T = test, I = interview)

| <b>Qualifications, Accreditations, Education</b>   |                  |                 |
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|  | <b>Essential</b> | <b>Evidence</b> |
| Specialist professional masters degree level qualification or equivalent experience  | √                | <b>A/I</b>      |
| Management qualification or equivalent experience  | √                | <b>A/I</b>      |
| Evidence of continuous personal and career development   | √                | <b>A/I</b>      |
| Practising HCPC registered Paramedic   | √                | <b>A/I</b>      |
| <b>Experience</b>  |                  |                 |
| Previous experience of managing, supervising, developing and motivating staff in a team context  | √                | <b>A/I</b>      |
| Previous line management experience at a senior level.   | √                | <b>A/I</b>      |
| Influencing at a strategic/policy level  | √                | <b>A/I</b>      |
| Budget holding and procurement management  | √                | <b>A/I</b>      |
| Working in Ambulance Services, Emergency Services or other NHS organisations   | <b>Desirable</b> | <b>A/I</b>      |
| Experience of working in a multi-site, multi agency and multiple stakeholder environment   | <b>Desirable</b> | <b>A/I</b>      |
| Working in educational/training services   | <b>Desirable</b> | <b>A/I</b>      |
| <b>Knowledge and Skills</b>  |                  |                 |
| Demonstrable ability to work with information, analyse service, client and organisational data and present results/summaries based on evaluation                                 | √                | <b>A/I</b>      |
| Demonstrable ability to employ the full range of leadership/managerial skills in providing empowerment and support to both individuals and teams                                 | √                | <b>A/I</b>      |
| Demonstrable decision making skills with the ability to make long term operational service and business plans and strategies as well as effective short term, reactive decisions | √                | <b>A/I</b>      |
| Knowledge of all ambulance service clinical guidelines, drug regimes and patient care pathways   | √                | <b>A/I</b>      |
| Ability to propose and implement department policies, and to implement strategic service plans, and manage departmental-wide service delivery of clinical education              | √                | <b>A/I</b>      |
| Ability to work effectively across departmental and professional boundaries  | √                | <b>A/I</b>      |
| Demonstrable networking skills, and the ability to identify and engage key service stakeholders  | √                | <b>A/I</b>      |
| Ability to manage outcomes to deliver to deadlines without compromising performance  | √                | <b>A/I</b>      |
| Excellent written and verbal communication skills and the ability to speak/present in public   | √                | <b>A/I</b>      |
| Ability to initiate and lead change programmes in both local and broader departmental settings, generating ideas, innovating and creating new ways of working                    | √                | <b>A/I</b>      |
| Knowledge of the structure and processes of specific quality assurance systems   | √                | <b>A/I</b>      |
| Ability to chair working groups and committees   | <b>Desirable</b> | <b>A/I</b>      |
| <b>Personal Abilities</b>  |                  |                 |
| Demonstrable ability to engender an open and inclusive working   | √                | <b>A/I</b>      |

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| environment where integrity and respect are evident and highly valued   |   |            |
| Demonstrable ability to motivate staff in a challenging environment through collaborative/team working.   | √ | <b>A/I</b> |
| Demonstrable commitment to both professional and personal quality and standards   | √ | <b>A/I</b> |
| Adaptability and the ability to work flexibly dependent upon circumstances and the requirements of the role/task  | √ | <b>A/I</b> |
| Self-initiating and managing time effectively, being able to identify, plan and prioritise own work.  | √ | <b>A/I</b> |
| Ability to work effectively and simultaneous with varying work strands whilst maintaining attention to detail and progress  | √ | <b>A/I</b> |
| Sensitivity to the needs of others with the ability to work well across all groups  | √ | <b>A/I</b> |
| Innovative and constantly seeking new ways of working and achieving objectives  | √ | <b>A/I</b> |
| Demonstrable awareness and commitment to contributing to the achievement of the service's vision, and behaviour consistent with the service's values.                   | √ | <b>A/I</b> |
| Demonstrable commitment to the service's equal opportunity and diversity policies and evidence of incorporating them into local practice                                | √ | <b>A/I</b> |
| Demonstrable commitment to Health & Safety and Data Protection policies and procedures.   | √ | <b>A/I</b> |
| Demonstrable commitment to personal and career development with maintenance of a personal career development portfolio, including up to date personal development plans | √ | <b>A/I</b> |