



M&L Ambulance Service Role Specification

Job Title:	NEPTS Coordinator Day Control	Job Holder:	
Department:		Commence:	
Reports To:	On site Manager	Location:	Hospital Sites

PURPOSE OF ROLE

1. To act as the direct link between the hospital, patient and M&L Ambulance Service ensuring the patient receives a quality service that is appropriate to their needs.
2. To plan and organise resources effectively in liaison with clinics, hospitals and patients to make optimum use of vehicles and ambulance crews available whilst minimising waiting time for patients.

KEY ACCOUNTABILITIES

1. Plans journeys to make efficient use of both vehicles and personnel, taking into account patient mobility, nature of patient illness, distance travelling and optimum loading of vehicles to meet the needs of patients cost and efficiency of the service.
2. Plans and organises resources to meet "On the Day" requests for transport and journeys out of hospital after appointments to make optimum use of resources and minimising waiting times for patients.
3. Adjusts the plan where changes or delays are likely to cause excessive waiting times for other patients.
4. Keeps accurate and relevant booking information to ensure the most efficient and effective transport service is provided on the day.
5. Liaises between the hospital, patient and NEPTS crews to overcome any problems and ensure alternatives are made available, whilst keeping all key stakeholders informed.
6. Provides any medical care in accordance with their M&L Ambulance training, seeking assistance where required to ensure the safety and comfort of patients.
7. Gives advice, support and instruction to nursing staff to meet their transport needs; seeking assistance from other sources where required.
8. Deals with any complaints that patients may have in respect to the provision of transport and will demonstrate empathy and understanding throughout.
9. Ensures Ambulance Personnel and Drivers have copies of their pre-planned work from Cluster Planners and that his plan is followed through.
10. Promotes and upholds the 'Mission Statement' of the service and be focused on delivering the highest quality patient care.

JOB CONTENT (broad list of tasks, inter alia)

1. Communicates with clinics and wards to establish when patients are likely to be ready for their return journey and chasing where patients are not returned on time.
2. Inputs all requests for transport onto the patient transport booking system on the day before travelling and update the system quickly and accurately with journey details provided by Crews and the PTS worksheet.

3. Updates the booking system with cancellations and aborted journeys.
4. Secures and maintains confidentiality of patient records in line with M&L policy and procedures.
5. Ensures that all stakeholders receive accurate and prompt service keeping all parties informed of delays or changes.
6. Suggests and organises alternative options to solve problems in an efficient way that do not disadvantage or endanger patients.
7. Deals with distressed or confrontational patients in an appropriate way that promotes and uphold's M&L's commitment to providing the highest quality patient care.
8. Plans "On the Day" requests for transports, advising on what is feasible and what delays may result.
9. Ensures patients and other key stakeholders know that their complaints are being taken seriously and ensuring steps taken to resolve the issue are communicated.
10. Directs patients and other key stakeholders to whoever will be able to provide the most expedient resolution to their issue or complaint.
11. In the event of short notice losses of crew or vehicles, works with the On Site Manager and Crews to adjust the planned work onto remaining available resources to ensure an efficient service is maintained at all times.
12. Minimises the number of wasted journeys by contacting patients or clinic/wards the day before to check that they are still travelling.
13. Advises Clusters Planners, in advance of predicted manning levels and/or vehicles.
14. Meets and greets patients and ensure their well being whilst in the transport lounge area.
15. Demonstrates care and understanding for patients and any medical conditions they have.
16. Provides medical assistance in line with M&L training and reassurance in an appropriate manner where required.

SKILLS, KNOWLEDGE & EXPERIENCE

ESSENTIAL	DESIRABLE
<ol style="list-style-type: none"> 1. General level of education to GCSE or equivalent standard. 2. Acceptable level of sickness absence in accordance with standards set out in M&L policies. 3. Good interpersonal skills. 4. Ability to relate to people from diverse backgrounds. 5. Able to work in own initiative. 6. Good keyboard skills. 7. Computer literate. 8. Good written communication skills. 9. Caring and polite manner. 10. Attention to detail. 11. Responsible and mature outlook. 12. Neat and tidy appearance. 13. Good timekeeping record and attendance. 14. Willingness to be flexible regarding travel to other Control sites. 15. Demonstrate commitment to the provision of an efficient and effective service. 	<ol style="list-style-type: none"> 1. Stable work record. 2. Previous administrative/reception work. 3. Data input/Database manipulation experience. 4. Knowledge of NHS/Control activities. 5. Background knowledge of M&L and awareness of the nature of work involved.