Volunteer role description

Role: District Clinical Officer (Nurses)

Hours: An estimated 5 hours per week

Accountable to: District Clinical Lead

Professional accountable to: Regional Professional Lead (Nurses)

Liaise with: District Manager and District function support

Location: East of England, West Anglia

Role summary

Our vision is that everyone who needs it should receive first aid from those around them. No one should suffer for the lack of trained first aiders. Everything we do at St John Ambulance must be judged by whether it helps to brings about a world where everyone who needs it receives first aid.

The District Clinical Officer (Nurses) will be supporting the current District Clinical Officers on profession specific clinical matters to ensure that the region consistently delivers clinical services that are safe and of a high quality. Working with the current District Clinical Officers and supporting cross function working this role will support district risk management, quality management and governance/assurance processes through the professional advice and leadership district personnel.

You will be supported by and report to your Regional Professional Lead on recruitment and retention matters, and the management of complaints and professional concerns.

To be effective the role will positively impact on service user safety and experience.

Main duties and responsibilities

1. Supporting the current District Clinical Officers with healthcare professional matters
2. Providing technical advice to the District clinical lead with regards to professional matters
3. Ensuring that all healthcare professionals' registration is current, that they are meeting the requirements of their professional body, and that sufficient personnel is available
4. Championing quality and safety amongst professional and lay personnel within your district
5. To perform any other duties commensurate with these responsibilities, the grade of the post and skill and qualifications of the post-holder.
6. Responsible for professional supervision of the district’s healthcare professionals who are members of your professional body:
   a. Ensuring the provision of annual appraisal
   b. Ensuring appropriate supervision of student healthcare professionals
   c. Dealing with complaints or professional concerns in consultation with your Regional Professional lead

Review of this description
Volunteer role description

This job description is intended as an outline indicator of general areas of activity and will be amended in light of the changing needs of St John Ambulance. This job description is to be reviewed in conjunction with the post holder on an annual basis as part of the appraisal process. It is expected that the post holder will be as positive and flexible as possible in using this document as a framework.

Skills and qualifications required

<table>
<thead>
<tr>
<th>Requirements</th>
<th>Essential and desirable criteria</th>
<th>Method supporting assessment</th>
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</thead>
<tbody>
<tr>
<td><strong>Education/qualifications</strong></td>
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<tr>
<td>Must be fully registered Healthcare Professional (doctors must also hold a licence to practice)</td>
<td>√</td>
<td>Application Form</td>
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<tr>
<td>Not less than three years post-registration experience in a clinical role</td>
<td>√</td>
<td>Application Form</td>
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<tr>
<td><strong>Experience</strong></td>
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<tr>
<td>Experience of managing a team of healthcare professionals</td>
<td>√</td>
<td>Application Form/Interview</td>
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<tr>
<td>Experience of clinical supervision and appraisal</td>
<td>√</td>
<td>Application Form/Interview</td>
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<tr>
<td>Experience of dealing with complaints or professional concerns</td>
<td>√</td>
<td>Application Form/Interview</td>
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<tr>
<td><strong>Skills, knowledge, abilities and behaviours</strong></td>
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<tr>
<td>Excellent interpersonal skills with ability to communicate effectively at all levels</td>
<td>√</td>
<td>Application Form/Interview</td>
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<td>Ability to lead people toward achieving desired goals</td>
<td>√</td>
<td>Application Form/Interview</td>
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<td>Able to influence through clear, informed and logical argument and discussion</td>
<td>√</td>
<td>Application Form/Interview</td>
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<td>Ability to manage and resolve conflicting priorities and stakeholder concerns</td>
<td>√</td>
<td>Application Form/Interview</td>
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<td>Broad understanding of the policy context in which SJA works</td>
<td>√</td>
<td>Application Form/Interview</td>
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<tr>
<td>Broad understanding of the requirements and processes of the professional body</td>
<td>√</td>
<td>Application Form/Interview</td>
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<tr>
<td><strong>Motivation</strong></td>
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<tr>
<td>Pro-active/passionate about making a difference</td>
<td>√</td>
<td>Interview</td>
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<td>Interest in developing and supporting individuals</td>
<td>√</td>
<td>Interview</td>
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<tr>
<td>Willingness to travel around the region</td>
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<td>Interview</td>
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Skills you will develop

- Leadership and management skills
- Training skills
- Pre-hospital emergency skills

Training available

- Leadership and Management Development
- In-house or external courses relevant to the role

Volunteering location
Volunteer role description

West Anglia, East of England Region

Contact details for recruitment

To apply for this role please submit a copy of your SJA CV and an expression of interest letter outlining how you meet the person specification and how you would approach delivering the main duties and responsibilities of the role to Steven Moore, District Clinical Lead (West Anglia), steven.moore@sja.org.uk

If you have any questions about the recruitment process for this role you should contact the person above. General enquiries about volunteering can be made by calling 08700 10 49 50.
General information for all St John Ambulance volunteers

Recruitment method
To become a St John Ambulance volunteer you will be asked to complete an application/joining form and provide references. Depending on the nature of your role, you may be required to undergo a Disclosure and Barring Service check. You will complete an introduction package and receive training relevant to your role. You will only be able to begin your volunteering once we have completed the necessary checks relevant to your role (which for some roles will include employment history).

Disclosure and Barring Service (DBS) checks
Confirmation of your appointment will be subject to the receipt of a satisfactory DBS check if, during the course of your role, you are likely to carry out tasks with, or in supervision of, children or vulnerable adults.

Probationary period
Final confirmation of your appointment to this role is subject to a maximum six-month probationary period, or 12 months in the case of volunteer youth related positions. (Further details on the requirements for youth related positions can be found in the St John Ambulance Policy for working safely with children and vulnerable adults.)

Ongoing training
All our volunteers are provided with the necessary training to enable them to carry out their role. To continue to operate in this role you must maintain the competencies required and an appropriate level of fitness where roles are physically demanding. Medical decision makers are responsible for making decisions on fitness for role based on previous performance and the medical form you will complete as part of the recruitment process.

Confidentiality
All information concerning volunteers, employees and patients shall be treated as strictly confidential at all times.

Equal opportunities
It is the aim of St John Ambulance to ensure that no one receives less favourable treatment on the grounds of age, sex, race, colour, religion, marital status, sexuality or disability; or, is not placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable. Everyone shall adhere to our equal opportunities policy and ensure that diversity is valued throughout St John Ambulance.

Health and safety
We aim to provide a safe environment for all our volunteers. We will therefore make you aware of your responsibilities under the Health and Safety at Work Act 1974, and to ensure that agreed safety procedures are carried out and to maintain a safe environment for volunteers, employees or visitors.

Data protection
If you have contact with data systems, computerised or otherwise, you are required to obtain, process and/or use the information in a fair and lawful way; to hold data only for the specific registered purpose; and not to use or disclose it in any way incompatible with such purpose. To disclose data only to authorised persons or organisations as instructed.

Expenses
Your volunteering for St John Ambulance should not cost you anything. We will reimburse all legitimate out of pocket expenses incurred during your volunteering with us. You should talk to your line manager to confirm what expenses you can claim.
Reward and recognition
St John Ambulance has a long history of recognising the outstanding contributions volunteers make to the organisation. Our volunteers provide their services, occasionally in extremely challenging circumstances. Each St John Ambulance region seeks to recognise its volunteers and there are a number of distinguished national awards. More information about how your contribution might be recognised can be found on SJA Connect.

Review of this description
This role description is intended as an outline indicator of general areas of activity and will be amended in the light of the changing needs of St John Ambulance. It is expected that the volunteer will be as positive and flexible as possible using this document as a framework.