

Ambulance Quality and Standards Coordinator

Job Description

Accountable to:	Ambulance Business Manager
Location:	Cardiff
Hours:	21 hours per week, working 3 out of 7 days
Salary:	£25,328 - £29,060 (Pro-rata)

Job summary:

The Quality and Standards Coordinator will lead on implementing and monitoring ambulance quality standards across the commercial fleet in the first instance.

This is primarily a quality assurance role, compiling audit and assessment evidence to ensure compliance with St John Ambulance Cymru standards, but will also include an educational element as we continue to drive higher standards through our services and engaging with all staff to embed recording and reporting into the culture.

The postholder will be integral to ensuring a high standard of quality within our service. Findings will be reported to the Senior Management Team via regular quality meetings. The Quality and Standards Coordinator will be key to ensuring this happens regularly and consistently and ensure there is effective information used to allow for credible and sound business decision making processes.

Key duties and responsibilities:

- Carrying out standardised assurance checks as directed by the Ambulance Business Manager and recording findings for reporting.
- Recording, tracking and reporting on actions and progress resulting from assurance checks and the agreed action plan.
- Attending quality meetings and the ambulance business meeting to share best practice and report on progress against the quality framework.
- Providing information to the ambulance management team in a collaborative and supportive manner to aid learning from compliments, complaints, incidents and assurance visits.
- Supporting a culture of being a safe space to make reasonable mistakes and learn from them.

- Supporting the Ambulance Business Manager in the preparation and reporting for external partners and customers in relation to policies and quality framework processes and reports.
- Supporting the development of evidence-based assurance tools for implementation and on-going development.
- Coordinating assurance administration activity in support of assurance checks.
- Carrying out basic analysis of data from assurance checks and contributing to the analysis of assurance data for reporting purposes.
- Perform any other duties commensurate with these responsibilities, the band of the post and skills and qualifications of the post-holder.

Person Specification

This is a specification of the experience, skills, etc. that are required to effectively carry out the duties and responsibilities of the post (as outlined above) and forms the basis for selection.

Requirements:	Essential:	Desirable:	Method supporting assessment:
Educated to GCSE level including Maths and English	✓		Application form
Clear track record of CPD		✓	Application form
ILM Level 3 or above (or equivalent recognised leadership qualification)		✓	Application form
First aid training or be willing to be trained	✓		Application form/Interview
Experience			
Experience of carrying out standardised audits or monitoring.	✓		Application form/Interview
Experience in the development of policy or process to aid the work of a function or organisation.	✓		Application form/Interview
Experience of presenting data and information to a range of audiences.	✓		Application form/Interview
Experience of working in a regulated environment and ensuring that the operation complies with regulation.	✓		Application form/Interview
Skills, abilities & knowledge			
Excellent interpersonal skills with ability to communicate effectively at all levels.	✓		Application form/Interview
Excellent written communication skills, with the ability and proven track record in producing agendas, meeting reports and action logs.	✓		Application form/Interview
Knowledge of one or more of the following: Performance measurement/Incident	✓		Application form/Interview

Management/Quality Assurance			
Good working understanding of data governance principles and the ability to handle sensitive information appropriately and confidentially.	✓		Application form/Interview
Ability to manage and resolve conflicting priorities and stakeholder concerns.	✓		Application form/Interview
Personal qualities			
Creative and insightful	✓		Application form/Interview
Highly inquisitive and informed – intellectually curious, extending beyond functional area and expertise.	✓		Application form/Interview
Open minded, collaborative, and optimistic, yet realistic – solutions focused; broad business-based and practical perspective.	✓		Application form/Interview
Respectful, professional bearing – sensitive to multi-cultural differences; build and maintain professional rapport with managers; unafraid to challenge contrary viewpoints with the tact and diplomacy	✓		Application form/Interview Application form/Interview
Additional requirements			
Experience of working with and supporting volunteers	✓		Application form/Interview
To work 3 out of 7 days, including evenings and weekends as required	✓		Application form/Interview
Willingness to work flexibly, including travel, weekend and evening work	✓		Application form/Interview
Full UK driving licence, with maximum of six penalty points and no DR endorsements	✓		Application form/Interview
Welsh speaking		✓	Application form/Interview