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| **JOB DETAILS** | |
| **Job Title** | **Emergency Preparedness Resilience and Response Officer** |
| **Reports to** | **Associate Director of Operations and Patient Flow** |
| **Band** | **7** |
| **Department/Directorate** | **Operations Division** |

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| **JOB PURPOSE** | |
| The post holder will:  Lead and manage the Emergency Preparedness, Resilience and Recovery (EPRR) function for the Trust delivering excellent key performance outcomes and ensuring that the Trust is capable of discharging its responsibilities for Resilience as set out in the Civil Contingencies Act (2004), Health and Care Act 2022and supporting guidance. To include:   * Incident response –critical and major * Business Continuity * CBRN * Pandemic Infections * Adverse Weather that is a threat to operations * Environmental Disaster * Other emergency threats to the safety of patients and staff   Enable the organisation to mitigate the effects of a significant incident, major incident, pandemic influenza or other emergency, including preserving life and essential services; promoting recovery and restoring normal working; protecting the population and environment; provision of appropriate crisis support.  To provide leadership and support to the organisation for the management of resilience, ensuring that it is an integral part of operations, linking closely with the local authority, other health and social care providers.  The post holder will be the lead for implementation of effective resilience planning and preparedness. This includes taking the lead on formulating the organisation’s emergency and business continuity plans and ensuring compliance with legislation and guidance.  Plan, implement and evaluate emergency planning training including major incident, significant incident, CBRN etc as well as senior management training on operations at Strategic, Tactical and Operational command.  Work closely with the relevant staff to ensure that departmental level business continuity plans are in place, up to date and fit for purpose for the organisation.  To provide advice and support on the plans and legislation to the Chief Executive and Executive Directors on call in the event of a major incident. | |
| **KEY WORKING RELATIONSHIPS** |  |
| **Areas of Operation** Operations Division  **Budget** N/A  **No. of Staff** N/A  **Authority Limits** N/A  **Key Working Relations**  Internal:   * Chief Executive and Chair * Executive Directors * Non-Executive Directors * Consultant Clinical Leads * Divisional General Managers, Assistants and Deputies * Clinical Site Managers * On Call Teams * Divisional Nurses * Matrons * Estates and Facilities * Heads of Service * Staff side representatives * Patients, visitors and members of the public * Contractors to the Trust * Internal and External Auditors   External:  • EPRR leads Devon Integrated Care Board   * EPRR leads NHS England Devon, Cornwall and Isles of Scilly Local Area Team * UK Health Security Agency * Devon Partnership Foundation Trust * South Western Ambulance Service NHS Foundation Trust * Devon and Somerset Fire and Rescue Service * Devon and Cornwall Police * Other Acute Trusts and providers of NHS funded care * Local Resilience Forum Partners * External Contractors * Other NHS organisations | |
| **ORGANISATIONAL CHART** | |
| Director of Operations    Associate Director of Operations and Patient Flow    Emergency Preparedness Resilience and Response Officer | |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** | |
| General EPRR responsibilities   * To provide clear leadership, be a positive role model and actively promote the Trust’s vision, strategic aims and values through the EPRR programme. * To be responsible for the development, management, implementation, maintenance, exercising and compliance of the Trust’s EPRR programme including Incident Response, Pandemic Flu, CBRN, Adverse Weather and Evacuation in accordance with local and national guidance and legislation. * To be responsible for ensuring that the Trust is compliant with all statutory requirements related to emergency and resilience planning with reference to the Civil Contingency Act (CCA) (2004) and regulations that derive from the Act; CQC requirements and Department of Health (DH) EPRR standards. * To facilitate and administer the Trust’s EPRR Group and working subgroups and ensure that Directorates have established Resilience Leads. * To provide regular reports and presentations on EPRR to relevant Trust committees, e.g. Safety & Risk Committee and the Trust Board, where appropriate. * To be the initial point of contact for the Department of Health, NHS England Local Area Team, Integrated Care Board and Local Resilience Forum partner organisations. * To receive and act appropriately on restricted, sensitive and confidential material from all Category 1 providers including the police, the Local Resilience Forum, Department of Health and other relevant organisations. * To proactively identify external risks to the Trust’s core functions and business continuity and to coordinate and facilitate tactical planning groups to mitigate the effects of potential disruptions. E.g. Industrial action by key workers leading to disruption to fuel supplies. * To identify and assess risks to EPRR and ensure that any significant risks are entered on to the Corporate Risk Register. * To be responsible for the regular review, action planning and monitoring of EPRR risks. * To remain professionally updated in all aspects of EPRR, specifically national standards and the legal obligations and to ensure important changes are cascaded to relevant staff and plans are updated as necessary.   Operational Management   * Be available to support the management of an incident or business continuity disruption in business hours. Work flexibly in the event of a major incident occurring out-of-hours. * To support the negotiation of mutual aid arrangements in the event of an incident. * To coordinate and manage post incident or exercise reviews to identify any lessons that could be used to improve response to future incidents and improve plans. * Proactively seek out likely changes or service developments that might affect any emergency plans or business continuity plans and ensure that plans are reviewed and amended accordingly.   Multi Agency working   * To ensure there is integration of plans with multi agency partners, where appropriate, in relation to Major Incident, Pandemic Flu, CBRN, Business Continuity and Resilience Planning and that training and awareness programmes of partners’ plans are developed and delivered to relevant trust staff. * To represent the Trust at appropriate multi-agency emergency planning fora. * To ensure that the planning and response to specific events e.g. national sporting events involving participation by the wider community are addressed in conjunction with multi agency partners and the impact on the Trust assessed and planned for. * Be an active participant in, and provide support to, the local Health community’s efforts in respect of emergency preparedness, and work with local partners to develop emergency preparedness resilience across Devon.   EPRR Assurance   * To ensure that the EPRR core standards for NHS England are met for the organisation * To undertake regular evaluation and audits to provide assurance to the Trust’s EPRR Forum and Trust Board regarding compliance and state of preparedness. * To ensure that the Trust is able to evidence its EPRR status through the collation and submission of evidence in support of the Care Quality Commission’s requirements and other external auditors e.g. National Capabilities Survey, NHS England Local Area Team and ICB. | |
| **COMMUNICATION/RELATIONSHIP SKILLS** | |
| * To be an effective member of the Operational Management Team and an inspirational leader to the operational teams promoting a can do attitude through a style of leadership that is inclusive, open and participative. * Provide support to the Trusts’ operational managers in respect of contingency planning to manage specific planned disruptions to services and facilities e.g. where planned maintenance operations present a managed shutdown of a service or facility. | |
| **ANALYTICAL/JUDGEMENTAL SKILLS** | |
| * To carry out routine analysis of information as directed by the senior management team, carrying out research to support analysis of information | |
| **PLANNING/ORGANISATIONAL SKILLS** | |
| * To develop and document appropriate EPRR guidance for Clinical Site Managers, On Call managers and Directors on call. * To be responsible for ensuring that the Trust’s stock and equipment for use in Major Incident, Business Continuity and CBRN incident is fit for purpose and to ensure that the Incident Control Room/s and associated equipment is maintained ready for use. * By implementation of the Business Continuity programme, coordinate and support Directorate leads to identify and prioritise areas of risk to their services and core functions and ensure that contingency plans are developed to mitigate risk and that these are tested to an agreed schedule. * To review and monitor the budget for EPRR with the Trust Lead * Be aware of any potential release of central funding and submit bids as appropriate * Highlight potential resource limitations and support appropriate senior managers to mitigate these through effective business planning. | |
| **PATIENT/CLIENT CARE** | |
| * Limited contact with patients and carers | |
| **POLICY/SERVICE DEVELOPMENT** | |
| * To develop and maintain the Trust’s Incident Response Plan, Business Continuity Strategy and Policy, supporting plans and guidance and ensure that a formal periodic review process is agreed and implemented. * To ensure the publication of EPRR plans and guidance on the Trust’s intranet. * To ensure that all relevant, plans, polices or guidance are reviewed and appropriately amended in a timely manner following an incident or exercise. * To liaise with relevant clinical teams in the development of specific plans to respond to public health emergencies and incidents e.g. Infection Prevention and Control Team to develop and review Pandemic flu plans or ED Team to develop and review CBRN plans. * To provide leadership and support to those responsible for the development of EPRR supporting plans e.g. lockdown policy, bomb, fire and evacuation plans. * To undertake training as required to maintain competency/comply with Trust policies * To work within Trust policies – including those for confidentiality, data protection, health and safety fire protection and annual appraisal | |
| **RESEARCH AND DEVELOPMENT** | |
| * To develop and participate in the delivery of an EPRR training programme based on national EPRR competencies for all levels of Trust staff and ensure that accurate records of training and exercising are maintained for audit purposes. * To develop and implement a testing and exercise programme for the Trust which complies with the requirements of NHS EPRR standards and the EPRR Group * To integrate business continuity planning into the testing of emergency planning exercises to ensure that critical functions and core services can be maintained as appropriate during a major or other business continuity incident. * To participate in the planning and delivery of other exercises and tests with other partner organisations within the Devon, Cornwall and Isles of Scilly area. * To ensure that lessons learned from real incidents and exercises are disseminated and actions taken where appropriate to strengthen Trust plans. | |
| **PHYSICAL SKILLS** | |
| * No specific physical skills are required | |
| **PHYSICAL EFFORT** | |
| * Light physical effort – combination of sitting at a desk, standing and walking | |
| **MENTAL EFFORT** | |
| * Frequent concentration required for checking documents and data entry, work pattern unpredictable * Provide and receive complex information, linking in with other initiatives | |
| **EMOTIONAL EFFORT** | |
| * Exposure to indirect emotional or distressing circumstances is likely. | |
| **WORKING CONDITIONS** | |
| * Office conditions where exposure to unpleasant conditions is rare | |
| **OTHER RESPONSIBILITIES** | |
| * The post holder will be expected to carry out any other duties as required (commensurate with their pay band). * The post holder will be required to supervise, mentor and support other team members as required. * The post holder will be required to facilitate and support new starters to carry out their role. * The post holder will understand the limitations of the role and how to access support. * To take part in regular performance appraisals. * To undertake any training required in order to maintain competency, including mandatory training, e.g. Manual Handling. * To contribute and to work within a safe working environment. * The post holder is expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner to minimise the risk of healthcare associated infection. | |
| **GENERAL** | |
| This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the Manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.  The RD&E is a totally smoke-free Trust. Smoking is not permitted anywhere on Trust property, including all buildings, grounds and car parks. For help to quit call: 01392 207462.  **Trustwide Responsibilities**  As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust’s disciplinary policy) up to and including dismissal.  The post holder is expected to comply with Trust Infection Control Policies and conduct him/her at all times in such a manner as to minimise the risk of healthcare associated infection.  **The Trust – Vision and Values**  Our vision is to provide safe, high quality seamless services delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust values. Our Trust values are:   * Honesty, Openness & Integrity * Fairness, * Inclusion & Collaboration * Respect & Dignity   We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff’s commitment to meeting the needs of our patients.  We are committed to equal opportunity for all and encourage flexible working arrangements including job sharing.  We are committed to recruiting and supporting a diverse workforce and welcome applications from all sections of the community, regardless of age, disability, gender, race, religion, sexual orientation, maternity/pregnancy, marriage/civil partnership or transgender status. We expect all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards.  T*his is* | |

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| **Job Title** | **Emergency Preparedness Resilience and Response Officer** |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**  Educated to degree level or equivalent  Evidence of recent and relevant CPD  Highly developed specialist knowledge, post grad diploma or experience to masters level or equivalent  Post Graduate Diploma in EPRR (or equivalent experience to Masters level) | **E**  **E**  **E** | **D** |
| **KNOWLEDGE/SKILLS**  Excellent written and verbal communication skills  Excellent organisational skills, including a high level of accuracy and ability to work to tight deadlines  Ability to manage and prioritise conflicting workloads to meet deadlines whilst working under own initiative  Excellent negotiating and training and presentation skills required  Risk management and root cause analysis skills  Ability to project manage, problem solve and to provide innovative approaches  Ability to liaise effectively with staff at all levels, including Executive Directors, senior managers, clinicians and other professional groups  Ability to develop and deliver formal presentations to large groups of staff  Facilitation and Group working skills  Ability to work on own initiative as well as part of a team  Analysing and presenting Information and trends  Ability to develop constructive, collaborative working relationships with others across a range of organisations  In depth knowledge of resilience legislation and guidance including the Civil Contingencies Act 2004 and ISO 22301  Knowledge of the national and local agenda in relation to resilience  Corporate risk management frameworks, legislation and policies  An understanding of current issues relating to Governance within the NHS (i.e. Care Quality Commission Regulations.  NHS Litigation Authority risk management standards)  Quality initiatives, audit, quality assurance, root cause analysis etc.  Knowledge and application of British Standard ISO 22301 Business continuity  Knowledge and understanding of Health and Safety requirements of a large and complex organisation  Wide ranging knowledge of the NHS and associated key performance targets and change agendas  Good understanding of information sources within NHS | **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E** | **D**  **D** |
| **EXPERIENCE**  Minimum of 3 years in a senior management role  3 years previous experience of emergency planning, capacity planning and business continuity management in NHS or Local Authority  Knowledge and experience of emergency planning and business continuity in a complex organisation  Experience of developing, reviewing and testing emergency policies, plans and procedures in line with local and national guidance  Previous experience of leading the response to incidents as defined in NHS guidance  Previous experience of working in the NHS at an operational level in risk and incident management  Experience of developing strategies, policies and procedures in accordance with national guidance.  Good working knowledge of Word, Excel and databases  Experience of planning table-top exercises or system testing methodologies  Experience of partnership working across organisations  Wide experience of all aspects of the NHS  Significant management experience in delivering key projects with corporate impact  Experience of service redesign  Able to demonstrate system-wide change management experience  Experience of participating in multi-agency responses to major incidents | **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E** | **D**  **D** |
| **PERSONAL ATTRIBUTES:**  Ability to manage and prioritise conflicting workloads to meet deadlines whilst working under own initiative  Able to cope well under pressure  Real team player (to include emotional intelligence and political astuteness)  Highly motivated and works own initiative  Awareness for the need to maintain high levels of confidentiality  Frequent requirement for concentration  Able to cope sensitively with distressed and/or bereaved members of the public  Requirement to work at a desk for a substantial proportion of working time  Must comply with professional code of conduct and/or code of conduct for NHS managers where applicable | **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E** |  |

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|  | | **FREQUENCY**  **(Rare/ Occasional/ Moderate/ Frequent)** | | | |
| **WORKING CONDITIONS/HAZARDS** | | **R** | **O** | **M** | **F** |
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| **Hazards/ Risks requiring Immunisation Screening** | |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
| Contact with patients | Y |  | O |  |  |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | N |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
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| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
| Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate) | N |  |  |  |  |
| Respiratory sensitisers (e.g isocyanates) | N |  |  |  |  |
| Chlorine based cleaning solutions  (e.g. Chlorclean, Actichlor, Tristel) | N |  |  |  |  |
| Animals | N |  |  |  |  |
| Cytotoxic drugs | N |  |  |  |  |
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| Radiation (>6mSv) | N |  |  |  |  |
| Laser (Class 3R, 3B, 4) | N |  |  |  |  |
| Dusty environment (>4mg/m3) | N |  |  |  |  |
| Noise (over 80dBA) | N |  |  |  |  |
| Hand held vibration tools (=>2.5 m/s2) | N |  |  |  |  |
|  | |  |  |  |  |
| VDU use ( > 1 hour daily) | Y |  |  |  | X |
| Heavy manual handling (>10kg) | N |  |  |  |  |
| Driving | Y | X |  |  |  |
| Food handling | N |  |  |  |  |
| Night working | Y | X |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort | N |  |  |  |  |
| Mental Effort | Y |  |  |  | X |
| Emotional Effort | Y |  |  | X |  |
| Working in isolation | Y | X |  |  |  |
| Challenging behaviour | Y |  | X |  |  |