



Job Description

Job Title:	Make Ready Operative
Grade:	Skill Zone 2 / Pay Band 5
Division:	Manx Care
Responsible to:	Operational Support Team Leader
Responsible for:	No Line Management responsibility

Overview

The Operational Support Team are responsible for preparing ambulances for operational duty to an agreed quality standard for the benefits of our patients and staff. This includes taking ownership of cleaning, decontaminating, stocking, vehicle roadworthiness checks and safety/functional checks of onboard equipment (medical and non-medical).

The post holder will ensure designated station areas and other facilities are clean, fully stocked (as appropriate) and essential equipment is in date. The post holder will work in collaboration with the wide team to ensure a reliable standard is met.

The post holder will need to maintain the Ambulance Services stores working with a clear vision of ensuring there are adequate consumables within the service. The role will require a passion for completing tasks to a high and consistent standard.

The role will involve shift working, including night and weekends.

CARE

In Manx Care we pride ourselves on our Commitment & passion, Accountability & reflection, Respect & inclusion, and Excellence & innovation. CARE represents what we are about, what we stand for and what we value. All our recruitment, performance management and development is based on our CARE ethos.

Job Purpose

The Operational Support Team are responsible for preparing and maintaining ambulances for operational duty on a daily basis, ensuring they are infection control compliant and well stocked.

The post holder will monitor and maintain a reliable stores system to ensure that the



service has all that it requires to function on a day-to-day basis.

The post holder will need to manage an Asset tracking system to keep track of valuable equipment used within the ambulance service.

The post-holder will provide a reliable general transport and courier service as part of an integrated Logistics System.

The role will require the post-holder to maintain a clean and tidy working environment and carry out any ad-hoc tasks that assist in the running of the Operational Support service.

The role could include working at other facilities within the Care group in line with service needs to provide cover.

In the event of a major incident or civil unrest or other potential large scale service disruptions (e.g. Pandemic) all employees will be expected to report for duty on notification. All employees are also expected to play an active part in preparation for a major incident, civil unrest or other potential large-scale service disruptions (e.g. Pandemic) and to undertake training as necessary

Duties and Responsibilities

A summary of the duties for this role follows:

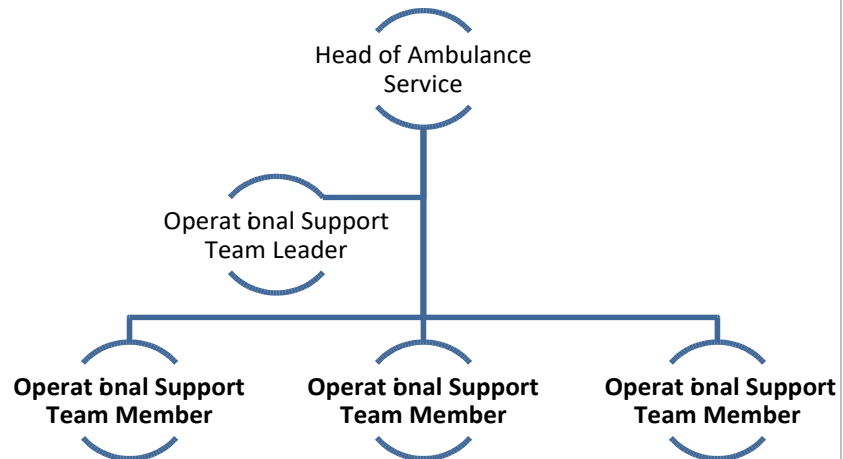
- To ensure the correct levels of stock and equipment assets are assigned to each operational vehicle.
- To identify shortages in stock levels and regularly place orders of medical equipment/consumables on an IT system, accepting delivery, recording, storing, monitoring, replenishing items as necessary and filing associated paperwork appropriately.
- To accurately record the withdrawal of stock using manual and electronic methods.
- To undertake routine and ad-hoc stock takes to verify the accuracy of recording systems.
- To identify losses of equipment and stock on returning vehicles and accurately record this.
- To safely move ambulances around the site for refuelling, maintaining levels of vehicle consumables, cleaning, parking, vehicle testing and maintenance.
- To use correctly and ensure the adequate availability of Personal Protective Equipment (PPE) to undertake the activities of the role. Where deficiencies exist, ensures prompt communication to available supervisor or group lead.
- To identify any hazards that present a risk to staff, patients or visitors to line manager.
- Ensure appropriate steps are taken to protect the environment, the health and safety of staff, patients and visitors.
- To report any adverse incidents or near misses to line manager and accurately record on Datix incident management system.
- The cleaning of the inside of the ambulance including all surfaces and equipment to

- an agreed Infection Prevention and Control Standard.
- The decontamination of the inside of the ambulance including all surfaces and equipment to an agreed Infection Prevention and Control Standard.
- The cleaning of the external ambulance.
- The function and assurance checks on complex medical devices and other medical and non-medical equipment in accordance with the Medical Devices Policy.
- The checking of stock levels of equipment and clinical and non-clinical consumables.
- The correct loading of response bags, modules and specialist trauma kits with particular attention to ensure all items are within their use by/service dates in accordance with agreed clinically and operationally approved policies.
- To check the operation of the vehicle and ensure defects are remedied.
- Check the consumable levels of the vehicle including fuel, AdBlue, screen washer and any others as required.
- Plan and prepare ambulances to meet strict time deadlines and any other operational requirements.
- Perform cleaning, disassembling, reassembling and function testing of key pieces of medical equipment adhering to the pre-planned maintenance schedule, as determined in the Medical Devices Policy and directives (operational manuals).
- To be competent in the use of specialist tools such as pressure washers, steam cleaners and valeting equipment.
- To undertake minor vehicle repairs as and when required in accordance with agreed fleet procedures and standards.
- Identifies, plans and arranges transportation of vehicles for scheduled and unscheduled maintenance.
- Complete daily, monthly, and expiry checks of ambulance prescribe only medicines as well as maintaining the stock levels within the storage facility and ordering replacements from Nobles Pharmacy.
- Removal and disposal of clinical waste from ambulance vehicles and stations as per policy.
- Perform cleaning duties to promote and maintain a clean and infection-free patient treatment environment to mitigate the potential transmission of healthcare associated infections.
- Maintains vehicle and working area cleanliness which meets the audit criterion for Infection Prevention and Control (IPC) in accordance with departmental procedures.
- Verify that the tags on equipment and modules are correct in accordance with SOPs and identify any remedial actions with supervisor.
- Input vehicle daily inspection sheets and submit to Team Leader.
- Monitor and identify shortfalls in equipment and consumables.
- Assists fleet/workshop services in maintaining the operational serviceability of Emergency Ambulances assigned to the depot/station by undertaking basic vehicle inspections, basic repairs and initiating fleet services to address vehicle defects.
- Use Standard Operating Procedures (SOPs) and departmental procedures to ensure vehicles are at all times are correctly stocked with equipment and consumables.
- Monitor whether any equipment subject to an alert is located and dealt with immediately.
- Continuously review and monitor dashboards to organise and prioritise with regards to vehicles readiness and availability.

Organisational Structure

All Manx Care colleagues are expected to recognise that the everyday business of the organisation requires the highest level of personal integrity. Each Officer has a personal responsibility to maintain the confidentiality of all business and to uphold such confidences both in administering the business of the office and outside of the office.

A copy of the organisational structure and its relevance to this role is shown below.



Contacts and Communication

Liaise with on and off-site vehicle technicians to understand vehicle maintenance requirements and availability of vehicles currently under maintenance or repair.

The post holder will provide effective communications with operational staff and other disciplines within the service in order to provide a reliable service.

To communicate accurately within the team on the status of all vehicles and equipment.

Communicate with external stakeholders when carrying out vehicle cleans on their vehicles.

The post holder will communicate with the other government departments regarding the services arranging the availability of assets for scheduled and unscheduled appointments.

Staff will be expected to respond and adapt to instructions given to them by telephone or face to face which will necessitate them adapting or altering their plans on a regular basis.

Problem Solving and Decision Making

The post-Holder will horizon-scan for issues within the scheduling of deep cleans and reschedule if any conflicts are highlighted.

The post holder will have the decision-making ability to reschedule any pre-arranged appointments.

When unsure of the best course of action regarding any matters, they should escalate to the Operational Support Team Leader or Duty Officer to prevent adverse impacts on the service.

There will be times the post holder will need to be creative in their thinking and decision making to ensure the continuity of the service is maintained.

Autonomy

The post-holder is expected to operate within their outlined duties and seek advice from the Operational Support Team Leader or Duty Officer regarding any concerns or suggestions for role development.

The post-holders workload and performance will be reviewed as part of regular performance reviews throughout the year.

The post-holder will be expected to work within all Isle of Man Government and Manx Care policies, regulations, and frameworks. The post-holder will be expected to work in a fast-paced setting with frequent adjustments to priorities being required.

The post-holder must have the ability to self-manage workload and priorities without direct supervision.

Management of Resources

The post-holder will not manage staff.

The post-holder will not hold any budgetary responsibility, nor approve any contracts.

Physical Effort and Dexterity

A high level of sustained physical effort in the kitting, de-kitting, cleaning and decontamination of vehicles will be required for this role.

The post holder will be required to stretch above shoulder height to clean ambulance interiors and check stock in overhead cupboards. Working conditions may be cramped such as cleaning hard to reach areas of the cab of the ambulance and some cupboard areas. Kneeling or crouching on a variety of surfaces may be required

The post holder will spend a large portion of their day on their feet as part of the role.

The Role is physical and the post holder should manage their time accordingly and take regular breaks as agreed with their Line manager.

The post holder will be required to move ambulances and service cars within premises such as garage areas and also from one station to another and to Nobles Hospital when required.

Working Conditions

The post holder is required to spend their day working indoors in a mixture of working environments that will bring their own challenges to complete the task that is being undertaken.

The post holder may be required, from time to time, to work in an outdoor setting where weather conditions may need to be taken into consideration.

The post-holder may be working outdoor or remote and satellite sites and should wear the appropriate uniform that is supplied to them.

There may be times, due to Leave / Sickness that the post holder will have to work alone. This will require the post-holder to follow IMAS policy for lone working.

The post holder will be required to move and handle ambulance equipment on a daily basis which may include repetitive movements such as mopping, hoovering.

The post holder will frequently be exposure to hazards on a daily basis that include inclement weather, excessive temperatures, unpleasant smells/odours, unpleasant substances/non household waste. Infectious material, body fluids, dust, dirt, contaminated work areas or equipment, working in isolation, driving, foul linen, risk of needle-stick injuries, chemical spills/hazardous substances.

Working alone as part of a wider team will come into contact with various staff members and be required to update staff and communicate with them, regarding availability of equipment etc.

The post holder may be required to drive the vehicles in differing weather and traffic conditions.

Work unsupervised and manage own workload to ensure compliance with station and vehicle cleaning and re-stocking of vehicles and consumables.

Competencies

All staff of the Manx Care are expected to recognise that the everyday business of the Department requires the highest level of personal integrity. Each role holder has a personal responsibility to maintain the confidentiality of all business and to uphold such confidences both in administering the business within and outside of work.

As a member of Manx Care, the role holder represents the Department in a wide range of settings. It is expected that they will be a committed ambassador of the Division and the work that it seeks to achieve.

The job holder reports to the Operational Support Team Leader

The Operational Support Team Leader, as Line Manager is responsible as 'Reporting Officer' for the implementation of, and compliance with, any departmental provisions for Performance & Development.

- Ensure that all Mandatory Training is complete and up to date.
- Encourage one-to-one sessions to discuss issues and future service developments.

Performance management and improvement

The role holder has a personal responsibility for participating in any departmental performance and development scheme management.

The role holder is responsible for his/her own health and safety and the impact of his/her actions on others. The role holder will be responsible for identifying any possible risks or near misses to a responsible manager and or the Health & Safety Review Group



Manx Care
Person Specification

Job Title:	Operational Support Team Member
Board:	Manx Care
Care Group:	Urgent and Emergency Integrated Care Services
Grade:	Skill Zone 2, PSC M&C Pay Band 5

CRITERIA FOR SELECTION	ESSENTIAL REQUIREMENTS	DESIRABLE REQUIREMENTS	METHOD OF ASSESSMENT	LINK TO KNOWLEDGE & SKILLS FRAMEWORK
QUALIFICATIONS	- Full & valid driving license with maximum of 3 penalty points. - Category C1 on licence. - Willing to undertake ambulance driving assessment (non-response). - Willing to undertake ambulance vehicle familiarisation training. - Awareness of Microsoft Office products.	- Cat D1 Driving Licence. - External qualification in H & S and IPC IOSH and COSHH.	CV / Pre-employment Checks	
KNOWLEDGE & EXPERIENCE	- Good standard of numeracy and literacy and IT skills. - Previous experience of driving various types of vehicles. - Previous experience in a stores environment.	- Previous infection control/cleaning experience of vehicles or equipment. - Ambulance service knowledge and experience of equipment and vehicles.	CV / Interview	

SKILLS & ABILITIES	• Good communication skills. • Ability to complete basic documentation. • Ability to work to procedures in a systematic way. • Work with minimum supervision to a very high standard. • Good time management.	• Some knowledge in motor vehicle / medical equipment maintenance.	CV / Interview	
PERSONAL ATTRIBUTES	• Willing to travel around the operational stations/area. • Ability to interact with people from varying cultural backgrounds and social environments. • Ability to develop effective working relationships with colleagues and the public. • Able to promote equality and value diversity. • Demonstrate a commitment and recognition to the core values and beliefs of an employee of the DHSC. • Committed to high quality patient care and patient experience. • Respectful to and able to promote equality in opportunity, employment and service delivery.		CV / Interview	

	• Committed to continuous professional development and personal growth. • Able to ensure care of own health and wellbeing to promote improvements to physical and emotional wellbeing. • Ability to perform the requirements of the post to a high standard. • Demonstrates a positive and flexible approach in line with the changing nature of the Ambulance service delivery model.			
OTHER RELEVANT REQUIREMENTS	Satisfactory Police Check.	Isle of Man Worker.	Application / Pre Employment Checks	