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Y Weithrediaeth
Executive

Job Description and Person Specification for the Role of:
Save a Life Cymru
Community
Co-ordinator

Author: Karen Morgan, Save a Life Cymru Programme Manager, Wales Cardiac Network

Date: 27/01/2022

Version: 1

Pay band:

4

Hours of work:

Full time (37.5 hours a week)

Tenure:

Permanent

Directorate:

NHS Wales Executive

Department:

Wales Cardiac Network

Base:

To be agreed, dependent on location in Wales

Managerially accountable to:

Clinical Out of Hospital Cardiac Arrest Programme Manager

Reports to:

Clinical Out of Hospital Cardiac Arrest Programme Manager

JOB PURPOSE

To work with communities in their designated geographical areas to promote wider awareness in the “Chain of Survival” concept. Providing comprehensive advice and support to communities in developing local strategies in relation to the location and management of new and existing Public Access Defibrillator (PAD) sites and leading the relevant communities with developing a programme of Basic Life Support(BLS) awareness and familiarisation. The post holder will provide administration support to Save a Life Cymru (SaLC) in the development of local community out of hospital cardiac arrest strategies and contribute to the work of the Clinical Out of Hospital Cardiac Arrest Programme Manager in developing an all-Wales Cardiopulmonary Resuscitation (CPR) and Automated External Defibrillator (AED) policy. The post holder is required to communicate across a wide range of organisation in the NHS, Charity and third sector engaging with staff and stakeholders and produce a high standard of work to meet deadlines, whilst ensuring compliance with Public Health Wales policies.

1 Communication and Relationship Skills

- Provide an effective and professional service when liaising with colleagues, partners and the public using tact and diplomacy to encourage effective working when dealing with any communication difficulties.
- Provide comprehensive support to SaLC partners and external stakeholders to plan and coordinate the delivery of BLS/AED training, development and awareness programmes (including the “cascade” training of relevant volunteers) to multidisciplinary / community groups ensuring communication between all stakeholders.
- Communicate and liaise effectively with The Welsh Ambulance Service, SaLC and stakeholders as directed and required on a range of complex and sensitive topics.
- Display tact, diplomacy and confidentiality at all times, using persuasive and negotiating skills when necessary.
- Communicate verbally and in writing with a range of internal and external stakeholders and to produce confidential and sensitive correspondence.
- Manage incoming telephone calls and enquiries and ensure appropriate action is taken.
- Manage incoming correspondence and e-mails, including that of a confidential and sensitive nature, exercising independent judgement in order to initiate appropriate action.
- Prioritise and summarise e-mails and reports drafting responses on behalf of designated individual(s) when required.

2. Knowledge, Training and Experience

- Higher National Certificate, NVQ level 4, Foundation Degree, Higher National Diploma or other equivalent diploma or level of experience.
- Knowledge, experience and understanding of cardiac arrest, the benefits of having people trained in CPR and AED familiarisation and the process for calling for support including the ability to problem solve.
- Have extensive knowledge about community AEDS preferred location within the community, environment required, maintenance issues and experience of managing day to day issues that arise.
- Have prior knowledge and experience of installation of defibrillator cabinets, understand the different types, longevity and installation guidelines.
- Have prior knowledge and experience of advising and supporting communities with the installation of community defibrillators.
- Have taken a leading role in arranging and performing face to face teaching of CPR and defibrillation familiarisation/Awareness in the community.
- Have advanced skills and knowledge to enhance teaching of CPR and defibrillation awareness in the community.
- Have experience of managing small projects.
- Have excellent communication skills that enables you to communicate with all levels and backgrounds.
- Experience and knowledge in the use of advanced MS Office suite.
- Demonstrable organisational and time management skills.
- Maintain own knowledge and experience of current best practices and legislation e.g., Resuscitation Council (UK) Guidelines, Health and Safety Executive (First Aid at Work).

3. Analytical and Judgmental Skills

- Collate relevant information, develop local strategy and write reports regular reports for SaLC.
- Exercise independent judgement and initiative when problems arise by taking appropriate action to resolve or refer to appropriate individual or department.
- Resolve conflicting diary appointments and schedules when organising events, meetings etc.
- Collate confidential information and forward to relevant staff member.
- Plan and prioritise own workload in order to meet deadlines with conflicting priorities.

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- Monitor progress in relation to defined aspects of work and action as required.
- Support projects developing and identifying resources required, ensuring all materials and resources are current and appropriate.
- Assess learner’s capabilities according to agreed quality and performance standards and develop tailored corrective action plans where necessary.
- Take a leading role in the design of future community training programs based on experiential learning, and best practice.
- Work within scope of practice seeking advice where needed.

4. Planning and Organisational Skills

- High level diary management skills, including the day to day activity in your allocated area, arranging and coordinating meetings and appointments, prioritising and rearranging as required.
Manage allocated local projects to ensure they are executed within the allocated time frame.
- Work autonomously to scope, plan, implement and evaluate relevant Community educational programmes.
- Monitor and manage relevant papers and documentation.
- Manage, organise and support key stakeholders to ensure that all PAD sites are recorded on the National Defibrillator Network (www.thecircuit.uk) are rescue ready or removed from use where appropriate.
- Take a leading role to develop links with local Welsh Ambulance Service Trust (WAST), Community First Responder groups and SaLC partners.
- Manage own workload and activities.
- Set up and maintain internal and external distribution lists.
- Set up relevant meetings ensure production of minutes and onward distribution in agreed timescales.
- Manage the preparation and distribution of agendas and papers for internal and external meetings/events/conferences etc.
- Prioritise, prepare and dispatch documents as required.
- Carry out other administrative tasks that fall within the competencies of the post holder in order to provide cover as and when required.
- Take a leading role in recruitment, development and working partnerships with community volunteers to become guardians for PAD sites, ensuring as many AEDs as possible remain registered via the National Defibrillator Network (www.thecircuit.uk)
- Maintain and feedback accurate training registers compliant with GDPR.

- Manage any non-compliance of PAD sites, undertaking activity to rectify the issue, while recording the team’s efforts undertaken to engage with relevant parties. Reporting any ongoing unresolved issues to the Clinical Out of Hospital Cardiac Arrest Manager.
- Engage with communities and wider stakeholders to identify any unreported AED within community settings and encourage registration with the National Defibrillator Network. Assist with measures necessary to enable this and report any barriers preventing it.
- Take a leading role in the design and updating of training / awareness/familiarisation programme resources as required.
- Plan and manage own workload and capacity ensuring agreement with line manager to utilise public resources most effectively towards SALC aims.
- Adhere to agreed Key Performance Indicators, Quality Standards and objectives set by senior stakeholder Management Team.
- As directed by SaLC and Clinical OHCA manager ensure assistance with voluntary sector programmes / initiatives to support wider SALC objectives.

5. Physical Skills

- Ability to drive between specified locations across the geographical (“base”) location as and when required.
- Responds to appropriate local OHCA incidents as required, adhering to WAST policies.
- Attend relevant work programmes / events outside of this geographical location if required
- Confident in use of teaching / training presentation equipment including training manikins and AED trainers.
- Advanced keyboard skills, confident in use of I.T. systems and programmes such as Teams, Word, Power Point and Excel Spreadsheets.

6. Responsibility for Patient/Client Care

- The post holder will have contact with service users/client and will be expected to:
- Work as a key member of the Save a Life Cymru (SaLC) group contributing to wider community Cardio-Pulmonary Resuscitation (CPR) initiatives.
- Develop a relationship with One Voice Wales and the community and town councils within area.
- Establish effective working relationships with Communities through other disparate stakeholders in their geographical area/s.

- Work closely with the SaLC Communications team and Clinical OHCA manager to raise the profile of the Community Co-ordinator and SaLC partnership utilising agreed platforms.
- Through engagement lead to, motivate, and support clusters of community volunteers to become BLS champions and PAD guardians.
- Assist communities in the maintenance of PAD (or other limited access) sites to ensure they remain operational and fit for purpose.
- Work to re instate deployed or temporarily unavailable PAD sites without delay.
- Provide the necessary resources, support and encouragement to avoid issues.
- Update the Circuit to advise WAST of any PAD sites found to be permanently or temporarily out of commission.
- Work with defibrillator guardians to reinstate any deployed AEDs in response to an incident and make fit for purpose (“rescue ready”) as soon as is practically possible.
- Understand the need to escalate any concerns that pose (potential / actual) risks to patient/public safety.
- Communicate a flexible approach to learning and development so that people with differing levels of understanding can learn in a way they want to learn
- Understand the potential sensitivity in relation to the subject matter, always maintaining confidentiality and showing compassion within the community.
- Encourage the effective participation of all involved and provide constructive feedback/support each time it is required.

7. Responsibility for Policy/Service Development

- The post holder will develop and implement systems and procedures within the team and follow policies and procedures within Public Health Wales corporate systems.
- The post holder will propose changes to working practices or procedures of work as required.
- Contribute to meetings.
- Promote Equality of Opportunity for all colleagues and learners
- Comply fully with Health, Safety and Welfare in addition to other relevant legislation such as IT Security and Risk.
- Work within National and local policy and guidance.
- Contribute to training, awareness and familiarisation developmental policies as required through SALC and their partners.

8. Responsibility for Financial and Physical Resources

- The post holder will be responsible for the safe use of office equipment.
- Will work within budget.
- Request purchases to support the delivery of training within the community and maintenance of the community AED resources.

9. Responsibility for Human Resources

- The post holder will often be required to liaise with the rest of the team to ensure there is adequate service cover and will be required to assist with training new staff.
- May demonstrate activities, processes and procedures to new staff when required.
- Involvement in the induction process for new staff.
- Participate in self-development to continually improve performance and undertake development activities that are identified.
- Provide cost effective high-quality learning experiences which are relevant, developing and supporting Community resilience.
- Provide guidance to community trainers, volunteers, and relevant Health providers.
- Participate in regular appraisal with line manager and identify performance standards of the post. As part of the appraisal process the post holder is responsible for participating in identifying their own training and development needs to meet their KSF outline.
- Responsible for maintaining security of issued assets e.g. laptops, projectors, smartphones, training equipment.
- Undertake an enhanced DBS check.

10. Responsibility for Information Resources

- Attend relevant meetings on occasion.
- Produce correspondence, reports and documentation.
- Setting up, managing, maintaining information on/in database/filing systems, ensuring that information is appropriately and securely stored, filed and retrievable.
- Ensure security of records in line with the Data Protection Act.
- Ensure compliance with information governance policies and procedures.
- Responsible for the maintenance of PADs in geographical area, database via www.thecircuit.uk

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- Develop and maintain an up-to-date library of teaching resources (to include electronic or paper).
- Work within ICT policy in relation to Information Governance and the maintenance of volunteer and training records.
- Adhere to relevant Email, Instant messaging and social media policies at all times.

11. Responsibility for Research and Development

- Support audits or surveys as necessary to the post holder’s work.
- Administration support to those undertaking research such as requesting information and liaising with information providers.
- Undertake training evaluations or training needs analysis as required.
- Assist in audit / evaluation of any equipment required in relation to Community defibrillators and CPR training.
- Feedback of all audit / training data to inform the wider research agenda.

12. Freedom to Act

- Required to prioritise their work and to work on their own initiative and manage their own workload and deadlines, seeking advice if necessary.
- Guided by standard procedures, good practice and understands the standards and results that are to be achieved.

13. Physical Effort

- Required to use a computer and office equipment on a daily basis.
- There is a frequent requirement for sitting and standing in a restricted position and may be required to exert light physical effort for short periods of time i.e. resource equipment etc.
- Required to travel within specified geographical area.

14. Mental Effort

- Required to concentrate for frequent periods (compiling information) where work pattern is unpredictable, whilst dealing with frequent interruptions i.e. from telephone calls or colleagues seeking assistance.

15. Emotional Effort

- Occasionally can be exposed to distressing or emotional circumstances e.g. receiving and responding to correspondence and telephone calls of a distressing nature.

16. Working Conditions

- The post holder will work occasionally in office conditions.
- The post holder may be required to travel to meetings/events across Wales.
- Required to use a visual display occasionally throughout the working day.

COMPETENCE

You are responsible for limiting your actions to those which you feel competent to undertake. If you have any doubts about your competence during the course of your duties, you should immediately speak to your line manager.

SUPERVISION

Where the appropriate professional organisation details a requirement in relation to supervision, it is the responsibility of the post holder to ensure compliance with this requirement. If you are in any doubt about the existence of such a requirement speak to your line manager.

RISK MANAGEMENT

It is a standard element of the role and responsibility of all staff of the Trust that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

RECORDS MANAGEMENT

As an employee of Public Health Wales, you are legally responsible for all records that you gather, create or use as part of your work within the Trust (including financial, personal and administrative), whether paper based or on computer. All such records are considered public records, and you have a legal duty of confidence to service users (even after an employee has left the Trust). You should consult your manager if you have any doubt as to the correct management of records with which you work.

HEALTH AND SAFETY REQUIREMENTS

All employees of the Trust have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Trust to meet its own legal duties and to report any hazardous situations or defective equipment.

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FLEXIBILITY STATEMENT

The content of this job description represents an outline of the post only and is therefore not a precise catalogue of duties and responsibilities. The job description is therefore intended to be flexible and is subject to review and amendment in the light of changing circumstances, following consultation with the post holder.

CONFIDENTIALITY

All employees of the Trust are required to maintain the confidentiality of members of the public (service users) and members of staff in accordance with Trust policies.

Date Prepared: 27/01/2022

Prepared By: Karen Morgan, Save a Life Cymru Programme Manager

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PERSON SPECIFICATION

Save a Life Cymru Community Co-ordinator

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
QUALIFICATIONS	<ul style="list-style-type: none"> Higher National Certificate, NVQ Level 4, Foundation Degree, Higher National Diploma or other equivalent diploma or level of experience Good standard of general education. Basic numeracy and literacy skills Level 2 Functional Skills certificate or a Level 3 qualification in a health care related subject. Evidence of Continuing Professional Development. Documented evidence of leadership, mentoring, educational support/teaching, or instructorship 	<ul style="list-style-type: none"> ECDL Teaching qualification or relevant equivalent 	Application Form Certificate / Registration Check
EXPERIENCE	<ul style="list-style-type: none"> Demonstrable proven experience of working within Health and or social care (Including the voluntary sector) Experience of dealing with confidential and sensitive data and appropriate maintenance and storage of records. Experience of working autonomously Awareness of Statutory and Mandatory legislation and guidance for CPR/the Chain of Survival Up to date in own Statutory and Mandatory training and evidence of Continued Professional Development ICT / E-Learning facilitation skills to include use of Word, 	<ul style="list-style-type: none"> Working in an NHS environment Prior experience of teaching CPR First aider Experience of contributing to Policy development Knowledge of Ambulance Service Knowledge of Community First Responder structures and processes Prior emergency care knowledge Knowledge of AEDs 	Application Form Interview References

	Power point, Excel and database use.		
SKILLS	<ul style="list-style-type: none"> • Planning and organisational skills which can be adapted to suit the needs of the individual/group. • Advanced keyboard skills with the proven ability to produce reports, spreadsheets and correspondence. • Can portray a friendly and professional demeanour at all times. • Ability to generate verbal and written communication, which is relevant, concise, accurate and legible always • Excellent interpersonal and communication skills • Provide and take feedback • Networking and collaborative skills • Presentation skills including the ability to deliver training packages to multidisciplinary groups, individuals, and community groups • Ability to demonstrate a sound knowledge and application of training techniques 	<ul style="list-style-type: none"> • Ability to speak Welsh or willingness to learn • Analytical / audit skills • Record Management • Proven track record of managing and training volunteers. • 	Application Form Interview References
KNOWLEDGE	<ul style="list-style-type: none"> • Working knowledge of MS Office Suite. • Awareness of policies and procedures relating to dealing with confidential data. • Thorough understanding of SaLC aims and objectives. • Knowledge of organisational procedures. • Ability to work alone and act appropriately on relevant personal/clinical risk • Conducts self and works professionally 	<ul style="list-style-type: none"> • Knowledge of Public Health Wales • Demonstrates an appreciation of and concern for quality 	Application Form Interview References

	demonstrating empathy and compassion <ul style="list-style-type: none"> • Self-Motivated with a positive attitude to personal development • Creative, innovative, flexible and adaptable • Aware of own limitations and can plan and manage own workload including under pressure • Holds full UK driving licence and has access to own vehicle 		
PERSONAL ATTRIBUTES <i>(Demonstrable)</i>	<ul style="list-style-type: none"> • Ability to work to deadlines and under pressure. • Able to work within a team. • Ability to work on own initiative and with staff and managers in a busy and changing environment . • Good time-keeping. • Respect confidentiality. • Willingness to learn and develop skills. • Ability to drive • Ability to work across designated geographical area as required • Ability to work remotely • Ability to work unsocial hours including evenings and weekends 	<ul style="list-style-type: none"> • First Aid at Work • First Aid at Work Instructor • Background in Health and / or Social care (including the voluntary sector) • "First Person on Scene" qualification 	Application Form Interview References
OTHER <i>(Please Specify)</i>	<ul style="list-style-type: none"> • Willingness and ability to travel between sites. 		Application Form Interview Document Check

Date prepared: 27/01/2022

Prepared by: Karen Morgan, Save a Life Cymru Programme Manager

Date reviewed:

Reviewed by:

Agreed by:

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Employee's name and signature:

Date:

Agreed by:

Manager's name and signature:

Date:

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