

- **Submission to Public Service Pay Commission on behalf of Education & Competency Assurance Officers working in the National Ambulance Service.**
- Who we are & what we are. I.e. Numbers in total nationally and titles.

The Ambulance Education Officers Association (AEOA) provides education and training to the various accredited third parties & levels required so as to ensure that employees, practitioners and responders can deliver their business needs respectively. We educate & train a broad range of employees from Senior Executive Management including the Director General to new entrants of the Health Service Executive (HSE), mainly within the arena of the National Ambulance Service (NAS). We develop, design, initiate and disseminate a broad portfolio of programmes to meet the needs of the National Ambulance Service (NAS) service plan while also aiding in the broader HSE function. The NAS Education Officers also provide external training to Fire Service, Doctor Co-Ops and Phlebotomy Training for Nurses in both the private and public settings. In total we have approx 24 such positions in the National Ambulance Service.

- NASC has a dedicated core team of trainers, Tutors and Facilitators with support from National and Regional Tutors and Assistant Tutors. (24 In total)

The AEOA currently comprises of the following HSE Grade Officers: One Grade Eight, Two Grade Seven and Twenty Grade Six Educationalists all with Graduate and Postgraduate. Qualifications that are required to both maintain their current respective positions and to be appropriately placed to perform the daily business needs of the NAS & NAS College. While these posts are mentioned as grade 6 & 7 we do realise that our pay is only aligned to these grades

We also have some staff on secondment for these posts.

- Education >>>>> Qualifications

The current AEOA cohort has within its ranks:

PhD from University of Limerick X 1

Master in Education (Md), Higher Education from Trinity College Dublin – Level 9 Qualification X 2 with a third completing their dissertation

Professional Diploma in Teaching & Learning from University College Dublin X 2 and from Trinity College Dublin X 1 with a further two more in their final year

Bachelor in Business Studies (Hons) Degree with Accounting in Irish Public

Administration X 1 B A (Hons) Degree Training & Education NUI Galway x1 MSc

Personnel and Coaching management UCC X2

It is also part of the eligibility criteria for these posts that Clinicians will have to be at Advanced Paramedic Level. (AP) H.Dip

This criterion is unique to the post of Education and Competency Assurance Officer.

Under our Transfer policy these posts can transfer to any other Grade of Officer

while in the absence of AP Qualification the reverse is not possible.

- Background >>>> EMT, Paramedic >>>>Advanced Paramedic HDip.
- Expanding Roles >>> Clinical. Education Officers have an increased role in ensuring that all staff complies with the increased Mandatory Training and new HSE policies like Open Disclosure Training for Managers and frontline staff.

It is policy of the National Ambulance Service (NAS) to ensure that all employees are supported in satisfying the statutory requirements and those set by the regulator the Pre Hospital Emergency Care Council, (PHECC) Health and Safety legislation and NAS policies and procedures. Nationally Clinical Education is ever expanding through the approved release of new medications this is expanded now to 46 medications and entails competency assurance measured by; Individual appraisals, Training programme results, Clinical Audit processes, Adverse Clinical Events Reports and Development of Clinical Care programmes as a result of the reconfiguration of Acute services.

- EMS Dispatch accredited training in line with PHECC standards, System Skills, Communication skills, Procedural knowledge, Major incident management training Customer care, Map reading , Cardiac First responder and resource planning
- Driving - Maintaining Continual Professional development (CPD) Engagement with RSA, Garda, Army, Fire, Other Medical Professional etc.

Delivery of course (system of car control & emergency service driven standard. Also first response car etc, prep sessions etc). Demo drives. Development and Organising courses

- Tutor development, of assistant tutor & qualified.
- Policy working groups. Children first 3 committees, policy, training & oversight. Lone worker, Drivers policy. Infection control, Ebola H1N1, Balloon Pump Transport, Percutaneous coronary intervention, Trauma Bypass protocols, Serveso site, Northern Ireland Cross border initiative
- Interviews of perspective employees Considered an expert in clinical matters by the public services commission
- Liaison with our current academic partner University College Dublin,
- Research all procedures so as to ensure compliance with current international best practice.
- We have other similar job specs for similar roles within the Hse available on request if required. These positions are at higher grades.
- We are the responsible person for Regulatory Drug control and audit at local and regional level.

Patient Care Report Forms (PCR) Audit and investigating clinical complaints often resulting in remedial programs for staff. This also requires meetings with ED Consultants and Assistant Medical Advisor and family members in the event of an adverse clinical event (ACE). Under the Open Disclosure Policy Education Officers are required to thoroughly investigate all the clinical aspects of a complaint and meet with families to explain the outcome of any such investigations.

- Standard Operating Procedures (SOPs) Clinical Directives, Clinical Advisories, Workforce support, Operational Directives, Fleet and Service policies and Business support policies.
- Recruitment / Retention, Currently around 20 Education Officers for 1734 frontline staff + all new staff recruited and other manager groups. Some Officers have moved from this role to other Management roles over the last 10 years. Retention is becoming a problem as members of this group will often easily find similar or less demanding roles for higher pay. As the economy improves this problem can be expected to increase with a real fear of a unique talent loss.
- Job Spec >>>Roles & Responsibilities. The job spec, roles & responsibilities of this post have changed over the years. Evidence if required is available.

This clearly demonstrates the changes that have taken place in this role to include title change from Training Officer to Education and Competency Assurance Officer.

It is the considered view of our Association that the Role and Job for this group has evolved over the years without due consideration for these developments. There has never been any review /Assessment or Evaluation done to date for the group possibly because the numbers are so few and the speed at which developments have taken place.

- Our request is for a full job evaluation for these positions in view of the above submission and changed roles of these posts.

