

# Anness A



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| <b>Ministeru</b> | Ministeru għas-Saħħa u Anzjanità Attiva  |
| <b>L-impjieg</b> | Operations Manager (Emergency Ambulance) |

MINISTRY for HEALTH and ACTIVE AGEING

15, PALAZZO CASTELLANIA, MERCHANTS STREET, VALLETTA, MALTA

## Dmirijiet u responsabbiltajiet

- i. Ir-rwoli u r-responsabbiltajiet kollha t'hawn taht se jkunu kif indikati mill-President Kliniku tad-Dipartiment tal-Emerġenza jew mid-delegat tiegħu/tagħha, u l-Mexxejja Medici fit-taqsimha ta' qabel l-isptar tal-istess Dipartiment tal-Emerġenza.
- ii. Jimmaniġġja, jikkoordina u jissorvelja l-operazzjonijiet generali ta' kuljum tas-Servizzi tal-Ambulanza tal-Emerġenza biex jiżgura rispons ta' emerġenza ta' qabel l-isptar sikur, effiċjenti u f'waqtu skont il-politiki nazzjonali u l-oġettivi tas-servizz.
- iii. Jipprovi tmexxija operattiva strateġika lill-Mexxejja tat-Tim tal-Ambulanza tal-Emerġenza u lill-persunal relatat, filwaqt li jiżgura l-kontinwità tal-ghoti tas-servizz, l-iskjerament ottimali tar-riżorsi, u l-kisba tal-KPIs operattivi.
- iv. Jippjana, jikkoordina, jimmonitorja u jtejjeb kontinwament l-operazzjonijiet tal-ambulanza tal-emerġenza, inkluż id-dispaċċ, il-prontezza tal-flotta, il-livelli tal-persunal, u l-prestazzjoni tar-rispons, filwaqt li jimminimizza t-tfixkil tas-servizz.
- v. Jiżgura konformità shiħa mal-leġiżlazzjoni, ir-regolamenti, il-politiki, ir-reqwiziti ta' governanza klinika, u l-istandards tas-saħħa u s-sigurtà fuq il-post tax-xogħol applikabbli kollha rilevanti għas-servizzi mediċi u tal-ambulanza ta' emerġenza.
- vi. Jissorvelja l-implimentazzjoni, il-monitoraġġ u l-aderenza għall-protokoll kliniċi, il-proċeduri operattivi standard (SOPs), u l-linji gwida tar-rispons għall-emerġenza fis-servizz kollu.
- vii. Imexxi l-assigurazzjoni tal-kwalità, il-proċessi tal-awditjar u l-inizjattivi ta' monitoraġġ tal-prestazzjoni; Analizza d-dejta u r-rapporti operattivi, identifika lakuni jew riskji, u implimenta azzjonijiet korrettivi u ta' titjib kif meħtieġ mill-manigment.
- viii. Immaniġġja u kkoordinata r-riżorsi umani għas-Servizzi tal-Ambulanza ta' Emerġenza, inkluż l-ippjanar tal-forza tax-xogħol, is-sorveljanza tar-roster, il-koordinazzjoni tal-liv (permezz tal-Mexxejja tat-Tim), il-ġestjoni tal-prestazzjoni, il-benesseri tal-persunal, u l-proċessi dixxiplinari fejn meħtieġ.
- ix. Tiżgura b'mod attiv il-prontezza effettiva tal-flotta u t-tagħmir billi tissorvelja s-sistemi għad-disponibbiltà tal-vetturi, il-koordinazzjoni tal-manutenzjoni, il-proċessi ta' riforniment mill-ġdid, il-kontrolli tat-tagħmir mediku, u r-rappurtar tal-inċidenti, filwaqt li tikkollabora mad-dipartimenti ta' appoġġ rilevanti.
- x. Tiżgura l-funzjonament effettiv tal-operazzjonijiet tal-Kamra tal-Kontroll tal-Ambulanza 112 billi tissorvelja s-sistemi ta' dispaċċ, il-monitoraġġ tar-rispons, l-istrateġiji ta' dispaċċ predittiv, u l-koordinazzjoni interdipartimentali.
- xi. Żomm rekords operattivi preċiżi u aġġornati u tikkontribwixxi għat-tnejn ta' stimi finanzjarji, inputs tal-baġit, pjanijiet ta' negozju, rapporti tas-servizz, u reviżjonijiet tal-prestazzjoni, inkluża l-identifikazzjoni tar-riskji operattivi u l-azzjonijiet meħtieġa.
- xii. Tappoġġja l-ippjanar tal-akkwist u l-allokazzjoni tar-riżorsi għas-Servizzi tal-Ambulanza ta' Emerġenza, inklużi konsumabbli, tagħmir, htigijiet relatati mal-flotta u servizzi kuntrattati minn partijiet terzi, skont il-proċeduri stabbiliti.
- xiii. Jipprovi tmexxija, mentoring u gwida lill-Mexxejja tat-Tim u lill-istaff superviżorju, jipromwovi kultura ta' professjonalizmu, responsabbiltà, tagħlim kontinwu, u kura ċċentrata fuq il-pazjent ta' kwalità għolja.
- xiv. Jikkoordina u jappoġġja inizjattivi ta' tahriġ, żvilupp u manutenzjoni tal-kompetenza għall-persunal tal-Ambulanza tal-Emerġenza f'kollaborazzjoni mal-unitajiet ta' tahriġ u t-tmexxija klinika.
- xv. Jirrevedi rapporti operattivi, ta' inċidenti u ta' awditjar, jiżgura azzjonijiet ta' segwitu f'waqthom, u jeskala l-kwistjonijiet b'mod xieraq lill-manigment anzjan u lill-awtoritajiet rilevanti.
- xvi. Imexxi u jappoġġja t-tnejn għal emerġenza, ir-rispons għal inċidenti kbar, operazzjonijiet speċjali, u l-ippjanar ta' kontinġenza, inkluż li jipprovi appoġġ operattiv fuq il-post jew strateġiku kif meħtieġ.
- xvii. Iwettaq komunikazzjoni u koordinazzjoni effettivi mal-partijiet interessati interni u kuntrattwali, inkluż it-tmexxija tad-Dipartiment tal-Emerġenza, mexxejja mediċi ta' qabel l-isptar, servizzi bijomedici, servizzi tal-flotta, IT, u entitajiet rilevanti oħra.
- xviii. Iwettaq kwalunkwe komputu ieħor, li l-President Kliniku tad-Dipartiment tal-Emerġenza jew id-delegat tiegħu, u l-Mexxejja Medici fit-taqsimha ta' qabel l-isptar tal-istess Dipartiment tal-Emerġenza jistgħu jiddelegaw lilhom, kif jista' jkun meħtieġ.
- xix. Kwalunkwe dmir ieħor hekk kif ordnat mis-Segretarju Permanenti Ewlieni

People Management Division

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## Annex A

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| <b>Ministry</b>  | Ministry for Health and Active Ageing    |
| <b>Job title</b> | Operations Manager (Emergency Ambulance) |

MINISTRY for HEALTH and ACTIVE AGEING  
15, PALAZZO CASTELLANIA, MERCHANTS STREET, VALLETTA, MALTA

### Duties and responsibilities

- i. All the below roles and responsibilities will be as directed by the Emergency Department Clinical Chairperson or their delegate, and the Medical Leads in Pre-hospital section of the same Emergency Department.
- ii. Manage, coordinate and oversee the overall daily operations of the Emergency Ambulance Services to ensure safe, efficient, and timely pre-hospital emergency response in line with national policies and service objectives
- iii. Provide strategic operational leadership to Emergency Ambulance Team Leaders and related staff, ensuring continuity of service delivery, optimal deployment of resources, and achievement of operational KPIs.
- iv. Plan, coordinate, monitor and continuously improve emergency ambulance operations, including dispatch, fleet readiness, staffing levels, and response performance, while minimizing service disruption.
- v. Ensure full compliance with all applicable legislation, regulations, policies, clinical governance requirements, and occupational health and safety standards relevant to emergency medical and ambulance services.
- vi. Oversee the implementation, monitoring and adherence to clinical protocols, standard operating procedures (SOPs), and emergency response guidelines across the service
- vii. Lead quality assurance, audit processes and performance monitoring initiatives; analyse operational data and reports, identify gaps or risks, and implement corrective and improvement actions as required by management.
- viii. Manage and coordinate human resources for Emergency Ambulance Services, including workforce planning, roster oversight, leave coordination (via Team Leaders), performance management, staff welfare, and disciplinary processes where required.
- ix. Actively ensuring effective fleet and equipment readiness by overseeing systems for vehicle availability, maintenance coordination, refuelling processes, medical equipment checks, and incident reporting, while liaising with relevant support departments.
- x. Ensure the effective functioning of the 112 Ambulance Control Room operations by overseeing dispatch systems, response monitoring, predictive dispatching strategies, and interdepartmental coordination.
- xi. Maintain accurate and updated operational records and contribute to the preparation of financial estimates, budget inputs, business plans, service reports, and performance reviews, including identification of operational risks and required actions.
- xii. Support procurement planning and resource allocation for Emergency Ambulance Services, including consumables, equipment, fleet-related needs and contracted third-party services, in accordance with established procedures.
- xiii. Provide leadership, mentorship and guidance to Team Leaders and supervisory staff, promoting a culture of professionalism, accountability, continuous learning, and high-quality patient-centered care.
- xiv. Coordinate and support training, development and competency maintenance initiatives for Emergency Ambulance personnel in collaboration with training units and clinical leadership.
- xv. Review operational, incident and audit reports, ensure timely follow-up actions, and escalate issues appropriately to senior management and relevant authorities.
- xvi. Lead and support emergency preparedness, major incident response, special operations, and contingency planning, including providing on-site or strategic operational support as required.
- xvii. Perform effective communication and coordination with internal and contractual stakeholders, including Emergency Department leadership, pre-hospital medical leads, biomedical services, fleet services, IT, and other relevant entities.
- xviii. Undertake any other tasks, which the Emergency Department Clinical Chairperson or their delegate, and the Medical Leads in Pre-hospital section of the same Emergency Department may delegate to them, , as may be required.
- xix. Any other duties as directed by the Ministry Permanent Secretary.

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