Anness A

Ministeru	Uffiċju tad-Deputat Prim Ministru u Ministru għas-Saħħa
L-impjieg	Senior Emergency Ambulance Team Leader

OFFICE of THE DEPUTY PRIME MINISTER and MINISTRY for HEALTH
15, PALAZZO CASTELLANIA, MERCHANTS STREET, VALLETTA, MALTA

Dmirijiet u responsabbiltajiet

i. Jissorvelja u jifhem l-operazzjonijiet ta' kuljum tas-servizzi tal-ambulanzi tal-emerġenza biex jiżgura rispons effiċjenti u fil-pront għall-emerġenzi.
ii. Jissorvelja u jżomm koordinazzjoni kontinwa mat-Team Leaders fir-rigward tar-rosters ta' kuljum, sabiex jitnaqqas it-tfixkil operattiv u jiġi żgurat l-aħjar livell ta' servizz tal-ambulanzi tal-emerġenza.
iii. Jagħmel spot checks fl-ambulanzi sabiex, flimkien mal-EARs, jiżgura li t-tagħmir mediku kollu jkun ġie ċċekkjat u li l-ambulanza tkun f'kundizzjoni ottimali biex toffri l-aqwa servizz possibbli lill-pazjenti.
iv. Iwettaq monitoraġġ kontinwu u jiggwida lill-EARs sabiex jiżgura l-aħjar prestazzjoni fis-servizz. Fejn jidentifika l-ħtieġa għal aktar taħriġ, jikkoordina mal-persuni kkonċernati biex dan jiġi pprovdut minnufih, sabiex jinżamm u jittejjeb il-livell tas-servizz mogħti.
v. Jassigura li kull EAR ikun liebes l-uniformi regolamentari u juża t-tagħmir kollu tas-sigurtà pprovdut mid-Dipartiment. F'każ ta' nuqqas ta' konformità, jiġbed l-attenzjoni tal-individwu kkonċernat u jinforma lis-superjuri sabiex tittieħed l-azzjoni meħtieġa skont ir-regolamenti u l-proċeduri stabbiliti.
vi. Jorganizza attivitajiet ta' team building u jippromwovi ambjent ta' ħidma pożittiv sabiex isaħħaħ il-kollaborazzjoni, il-komunikazzjoni u l-armonija bejn l-EARs u t-Team Leaders, filwaqt li jindirizza kwalunkwe kwistjoni li tista' taffettwa r-relazzjonijiet tax-xogħol u l-effiċjenza tas-servizz.
vii. Jimmonitorja l-funzjonament effettiv tal-operazzjonijiet tal-Kamra tal-Kontroll tal-Ambulanzi 112 billi jissorvelja s-sistemi tad-dispaċċ, il-monitoraġġ tal-ħinijiet ta' rispons, u l-koordinazzjoni mal-entitajiet u dipartimenti relevanti sabiex jiġi żgurat servizz effiċjenti u tinżamm l-ogħla kwalità ta' servizz ta' emerġenza.
viii. Jipprovdi pariri u rakkomandazzjonijiet sabiex itejjeb kontinwament l-operazzjonijiet tal-emerġenza, inkluż id-dispaċċ tal-ambulanzi, il-prontezza tal-flotta, il-livelli tal-persunal u l-prestazzjoni tar-rispons, filwaqt li jidentifika u jimplimenta miżuri biex jimminimizza t-tfixkil tas-servizz u jiżgura l-ogħla livell ta' effiċjenza operattiva.
ix. Jifhem u japplika l-prinċipji tat-trasparenza, in-nuqqas ta' diskriminazzjoni, it-trattament ugwali, l-imġiba etika u l-kunfidenzjalità fil-qadi ta' dmirijietu.
x. Jiżgura li l-ammont ta' xogħol ta' kuljum jitqassam b'mod ġust, bilanċjat u effiċjenti fost l-impjegati assenjati, kemm permezz ta' superviżjoni diretta kif ukoll indiretta, sabiex tinżamm l-aqwa produttività u kwalità fis-servizz.
xi. Iżomm rekords u dokumentazzjoni relatati mal-operazzjonijiet, l-impjegati u l-prestazzjoni tagħhom, kif ukoll kull informazzjoni oħra meħtieġa għall-funzjonament effettiv tad-Dipartiment.
xii. Kwalunkwe kompitu ieħor li s-superjur jista' jiddelega lilhom, skont il-ħtieġa; u
xiii. Kwalunkwe dmir ieħor hekk kif ordnat mis-Segretarju Permanenti Ewlieni

Annex A

Ministry	Office of the Deputy Prime Minister and Ministry for Health
Job title	Senior Emergency Ambulance Team Leader

OFFICE of THE DEPUTY PRIME MINISTER and MINISTRY for HEALTH
15, PALAZZO CASTELLANIA, MERCHANTS STREET, VALLETTA, MALTA

Duties and responsibilities

i. Monitors and understands the day-to-day operations of the emergency ambulance services to ensure an efficient and timely response to emergencies.
ii. Oversees and maintains continuous coordination with Team Leaders regarding daily rosters, in order to minimise operational disruptions and ensure the highest standard of emergency ambulance service.
iii. Conducts spot checks on ambulances and, together with the EARs, ensures that all medical equipment has been inspected and the ambulance is in optimal condition to provide the best possible service to patients.
iv. Carries out continuous monitoring and provides guidance to EARs to ensure the highest level of service performance. Where a need for additional training is identified, coordinates with the relevant persons to ensure that such training is provided promptly, thereby maintaining and enhancing the quality of service delivered.
v. Ensures that every EAR wears the prescribed uniform and uses all safety equipment provided by the Department. In cases of non-compliance, brings the matter to the attention of the individual concerned and informs the appropriate supervisors so that the necessary action may be taken in accordance with established regulations and procedures.
vi. Organises team-building activities and promotes a positive working environment to strengthen collaboration, communication and harmony between EARs and Team Leaders, while addressing any issues that may affect workplace relationships and service efficiency.
vii. Monitors the effective functioning of the 112 Ambulance Control Room operations by overseeing dispatch systems, response time monitoring, and coordination with relevant entities and departments to ensure an efficient service and maintain the highest quality of emergency response.
viii. Provides advice and recommendations aimed at continuously improving emergency operations, including ambulance dispatch, fleet readiness, staffing levels and response performance, while identifying and implementing measures to minimise service disruptions and ensure the highest level.
ix. Understands and applies the principles of transparency, non-discrimination, equal treatment, ethical conduct and confidentiality in the performance of duties.
x. Ensures that the daily workload is distributed fairly, evenly and efficiently among assigned employees through both direct and indirect supervision, in order to maintain the highest levels of service.
xi. Maintains records and documentation related to operations, employees and their performance, as well as any other information required for the effective functioning of the Department.
xii. Undertake any other tasks, which the superior may delegate to them, as may be required; and
xiii. Any other duties as directed by the Principal Permanent Secretary.