

Role Title:	BC & EPRR Officer	Department:	Corporate Function	Role Level:	DHU Band 6.0
Direct Reports:	N/A	Reports To:	BC & EPRR Lead	Version:	1

Role Purpose:	Key Accountabilities
<p>The post-holder will work alongside the Accountable Emergency Officer (AEO) and Business Continuity & Emergency Preparedness, Resilience and Response (BC & EPRR) Lead for DHU, to provide expert emergency and contingency planning advice, information and support to relevant DHU wide staff and committees to ensure that DHU meet their statutory obligations in line with the Civil Contingencies Act 2004 and other relevant policies, guidance and standards e.g. ISO 22301:2019, ensuring lessons learned are embedded into the organisation.</p>	<ul style="list-style-type: none"> ▪ Review national policies, published strategic guidance, clinical guidelines and regulations to determine how they apply to DHU's response within the field of emergency planning. ▪ Regularly represent DHU at Health Emergency Preparedness Officers Groups (HEPOGs) across the Midlands region. ▪ Know and understand roles and responsibilities of all responding organisations in the event of a business continuity, critical or major incident ▪ Understand the principles and practice of risk management, investigation and mitigation in the context of governance in the NHS and implement mitigation measures within DHU. ▪ Support the BC & EPRR Lead to deliver DHU's business continuity arrangements and produce regular reports throughout the year. ▪ Produce and deliver professional written and oral reports regarding EPRR matters to Executive Management Board and stakeholders. ▪ Act as a member of working groups in relation to projects, contract mobilisations and other works and provide professional opinion and advice where appropriate. ▪ Responsible for the planning, procurement, installation, and maintenance of Incident Control Centre equipment and ensure that the users are familiar with the facilities. ▪ Review and maintain emergency and business continuity plans for all services across DHU. ▪ Development and delivery of specialist training and exercises to all staff groups across DHU to ensure staff and patients maintain safety and compliance with core standards. ▪ Ensure comprehensive debriefing and action plans including associated recommendations to address gaps / weaknesses in DHU systems.

Key Accountabilities:	Key Measures of Success:
<p>1. General BC & EPRR Accountabilities:</p> <ul style="list-style-type: none"> ▪ To provide clear leadership, be a positive role model and actively promote DHU's vision, strategic aims and values through the EPRR programme. ▪ To be responsible for the development, management, implementation, maintenance, exercising and compliance of DHU's EPRR programme including Incident Response, Pandemic Flu, CBRN, Adverse Weather and Evacuation in accordance with local and national guidance and legislation. ▪ To be responsible for ensuring that DHU are compliant with all statutory requirements related to emergency and resilience planning with reference to the Civil Contingency Act (CCA) (2004) and regulations that derive from the Act; CQC requirements and Department of Health (DH) EPRR standards. ▪ To establish, facilitate and administer DHU's Business Resilience Steering Group (BRSG) and working subgroups and ensure that Division/ Departments have established Resilience Leads. ▪ To provide regular reports and presentations on EPRR to the Exec and DHU's Main Board, where appropriate. ▪ To be the initial point of contact for the Department of Health, NHS England Local Area Team, Integrated Care Board and Local Resilience Forum partner organisations. ▪ To receive and act appropriately on restricted, sensitive and confidential material from all Category 1 providers including the police, the Local Resilience Forum, Department of Health and other relevant organisations. ▪ To proactively identify external risks to DHU's core functions and business continuity and to coordinate and facilitate tactical planning groups to mitigate the effects of potential disruptions. E.g. Industrial action by key workers leading to disruption to fuel supplies. ▪ To identify and assess risks to EPRR and ensure that any significant risks are entered on to the Corporate Risk Register. ▪ To be responsible for the regular review, action planning and monitoring of EPRR risks. ▪ To remain professionally updated in all aspects of EPRR, specifically national standards and the legal obligations and to ensure important changes are cascaded to relevant staff and plans are updated as necessary. 	<ul style="list-style-type: none"> – DHU Critical Success Factors (CSFs) driving everything we do – Compliance with CCA 2004 and supporting statutory and non-statutory guidance. – Compliance with NHS core standards for EPRR – Alignment of risks in the NRR, community and LRF risk registers with those in DHUs risk management register. – Maintenance of DHU's ISO 22301:2019 certification – Exec/Board approval of the annual BC & EPRR Work Programme
<p>2. Operational Management</p> <ul style="list-style-type: none"> ▪ Be available to support the management of an incident or business continuity disruption in business hours. Work flexibly in the event of a major incident occurring out-of-hours. ▪ To support the negotiation of mutual aid arrangements in the event of an incident. ▪ To coordinate and manage post incident or exercise reviews to identify any lessons that could be used to improve response to future incidents and improve plans. ▪ Proactively seek out likely changes or service developments that might affect any emergency plans or business continuity plans and ensure that plans are reviewed and amended accordingly. 	<ul style="list-style-type: none"> – MOUs – Business Impact Assessments (BIAs) in place – Business continuity solutions enabled – Organisational learning from incidents/exercises is embedded across DHU

Key Accountabilities:	Key Measures of Success:
<p>3. Multi-Agency Working</p> <ul style="list-style-type: none"> ▪ To ensure there is integration of plans with multi agency partners, where appropriate, in relation to Major Incident, Pandemic Flu, CBRN, Business Continuity and Resilience Planning and that training and awareness programmes of partners' plans are developed and delivered to relevant trust staff. ▪ To represent DHU at appropriate multi-agency emergency planning fora. ▪ To ensure that the planning and response to specific events e.g. national sporting events involving participation by the wider community are addressed in conjunction with multi agency partners and the impact on DHU is assessed and planned for. ▪ Be an active participant in, and provide support to, the local Health community's efforts in respect of emergency preparedness, and work with local partners to develop emergency preparedness resilience across the Midlands. 	<ul style="list-style-type: none"> - Emergency plans in place - Participation in multi-agency fora and exercises - Liaison with internal/external stakeholders on all events that may have an impact of DHU service delivery - Collaboration with multi-agency partners
<p>4. Regularly represent DHU at Health Emergency Preparedness Officers Group (HEPOG)</p> <ul style="list-style-type: none"> ▪ Develop and maintain effective working relationships across a range of NHS and Non-NHS organisations to build an integrated approach to BC & EPRR, including working with colleagues in NHS trusts, local authorities, UK Health Security Agency (UKHSA) and the emergency services. ▪ Liaise with BC and EPRR Officers in partner agencies to enhance collaborative working across the Midlands region and to improve emergency preparedness and organisational resilience. ▪ Enable the organisation to mitigate the effects of a significant incident, major incident, pandemic influenza or other emergency, including preserving life and essential services; promoting recovery and restoring normal working; protecting both the patients/communities we serve and environment; provision of appropriate crisis support. ▪ Act as the point of contact for allocated areas of responsibility, which may include being the primary link between locality colleagues, other DHU divisions/functions and the BC & EPRR team. 	<ul style="list-style-type: none"> - Evidence of regular attendance at HEPOG groups - Compliance with NHS core standards for EPRR - Regular liaison with both NHS and Non-NHS organisations - Integrated emergency management principles - Respected system partner
<p>5. Policy & Service Development</p> <ul style="list-style-type: none"> ▪ To develop and maintain DHU's Incident Response Plans, Business Continuity Strategy and Policy, supporting plans and guidance and ensure that a formal periodic review process is agreed and implemented. ▪ To ensure the publication of EPRR plans and guidance on DHU's intranet. ▪ To ensure that all relevant, plans, policies or guidance are reviewed and appropriately amended in a timely manner following an incident or exercise. ▪ To liaise with relevant clinical teams in the development of specific plans to respond to public health emergencies and incidents e.g. Infection Prevention and Control Team to develop and review Pandemic flu plans or ED Team to develop and review CBRN plans. ▪ To provide leadership and support to those responsible for the development of EPRR supporting plans e.g. lockdown policy, bomb, fire and evacuation plans. 	<ul style="list-style-type: none"> - Report and process accuracy - Internal stakeholder feedback (Lead) - Business Continuity exercises are arranged on schedule and are well organised - Training is arranged on schedule and accurate records are available to support ISO 22301 audits and EPRR Core Standards compliance - Business Continuity contact numbers are correct

Key Accountabilities:	Key Measures of Success:
<ul style="list-style-type: none"> ▪ To undertake training as required to maintain competency/comply with DHU policies. ▪ To work within DHU policies – including those for confidentiality, data protection, health and safety fire protection and annual appraisal 	
6. Research & Development <ul style="list-style-type: none"> ▪ To develop and participate in the delivery of an EPRR training programme based on national EPRR competencies for all levels of staff and ensure that accurate records of training and exercising are maintained for audit purposes. ▪ To develop and implement a testing and exercise programme for DHU which complies with the requirements of NHS EPRR core standards and BRSG. ▪ To integrate business continuity planning into the testing of emergency planning exercises to ensure that critical functions and core services can be maintained as appropriate during a major or other business continuity incident. ▪ To participate in the planning and delivery of other exercises and tests with other partner organisations within the Midlands area. ▪ To ensure that lessons learned from real incidents and exercises are disseminated and actions taken where appropriate to strengthen DHU plans. 	<ul style="list-style-type: none"> – DHU TNA in place – Strategic/Tactical On-Calls trained – Management of relationship with 3rd party training providers. – Implementation of the annual DHU BC & EPRR Exercise Programme – Production of Post-Activity Reports – Corrective Actions embedded
7. Lead on monitoring and responding to enquiries into the BC team <ul style="list-style-type: none"> ▪ Be first port of call for enquiries into the team, which may come in via telephone, email or in writing ▪ Ensure all communications are reviewed and actioned appropriately ▪ Escalate and follow through queries with the relevant operational or BCP Lead to ensure that responses are provided in a timely manner ▪ To be an effective member of the Operational Management Team and an inspirational leader to the operational teams promoting a ‘can do’ attitude through a style of leadership that is inclusive, open and participative. ▪ Provide support to the DHUs’ operational managers in respect of contingency planning to manage specific planned disruptions to services and facilities e.g. where planned maintenance operations present a managed shutdown of a service or facility. 	<ul style="list-style-type: none"> – Messages are actioned or escalated within agreed timescales – Working with the DHU Communications team to ensure DHU have effective Incident Communication Plans in place.

Key Enablers

Knowledge, Training & Experience:

Essential:

- University Degree or Diploma in Health Emergency Preparedness, Resilience and Response (DipHEPRR) or equivalent level of experience of working at a similar level in a specialist area (i.e. emergency planning, disaster management, business continuity, crisis response or equivalent)
- Previous experience of working within a similar (EPRR) role in the public sector
- Experience and understanding of evaluating and measuring the performance of health services

Desirable:

- ISO 22301:2019 Foundation Training Course
- Certificate of the Business Continuity Institute (CBCI) or similar qualification in business continuity
- Training qualification
- Emergo Senior Instructors Training Certificate
- JESIP course
- UKHSA Loggist trained

Analytical:

Essential:

- Ability to analyse very complex issues where material is conflicting and drawn from multiple sources.
- Demonstrated capability to act upon incomplete information, using experience to make inferences and decision making.
- Numerate and able to understand financial issues combined with deep analytical skills.
- Experience of setting-up and implementing internal process and procedures.

Communication & Relationship Skills:

Essential:

- Clear communicator with excellent writing, report writing and presentation skills, capable of constructing and delivering clear ideas and concepts concisely and accurately for diverse audiences.
- Evidence of success in efficient and effective project and programme management.
- Skills for communication on complex matters and difficult situations, requiring persuasion and influence
- Skills for nurturing key relationships and maintaining networks.

Management Skills:

Essential:

- Ability to engender trust and confidence and demonstrate integrity in the provision of advice and support.
- Skills for managing projects and ensuring that they meet financial targets.

Equality & Diversity:

Essential:

- Understanding of and commitment to equality of opportunity and good working relationships

Autonomy:

Essential:

- Ability to work on own initiative and organise own workload without supervision working to tight and often changing timescales.

Other:

Essential:

- Willingness and ability to work unsocial hours, including nights, weekends and Bank Holidays where required.
- Ability to maintain confidentiality and trust.
- Used to working in a busy environment with competing deadlines.
- Adaptability, flexibility and ability to cope with uncertainty and change.
- Commitment to continued professional development.
- Professional calm and efficient manner, including when dealing with distressing situations.
- Effective organiser.
- Demonstrates a strong desire to improve performance and make a difference by focussing on goals and objectives.
- Ability to demonstrate DHU values and behaviours in all aspects of work and interactions with colleagues, stakeholders, system partners and service users.
- Understands when to escalate issues to more senior colleagues



Our CARE values

At the heart of everything we do you'll find our CARE values – the principles, standards and behaviours we live by.

And whilst they belong to DHU, they sit alongside the values in the NHS Constitution, which we are also proud to uphold as a valuable partner within the National Health Service.

We CARE for you. We are always:



Compassionate

We show kindness, consideration and understanding in everything we do - and demonstrate our caring nature to our patients, people and communities.



Accomplished

We are available day and night – a responsive, adaptable, professional NHS partner, providing the best advice, care and treatment for every individual.



Respectful

We recognise the value that individual and team differences bring - welcoming views, listening, being honest, and learning from others' experiences.



Encouraging

We believe everyone matters, so we inspire confidence in others - promoting 'speaking- up', fostering career-long learning and development, and supporting improvement ideas.

Policies

DHU Health Care CIC is committed to safeguarding and promoting the welfare of Adults, Children and Young People and expects all staff and volunteers to share this commitment. Infection Prevention & Control (IP&C) is pivotal in ensuring a safe & clean environment for both patients and staff. IP&C is everyone's responsibility and strict adherence to the IP&C policy is expected of ALL employees of the organisation.

Diversity

DHU believe our workforce should be as diverse as the range of services we offer, and the communities we serve. We are committed to valuing and encouraging diversity throughout our workforce, regardless of age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. As part of our mission we are dedicated to eliminating discrimination

Acknowledgment

I acknowledge receipt and confirm my understanding and acceptance of the responsibilities specified in my Job Description.

Please Note: *If you are unclear of any requirement in this document obtain clarification from your line manager.*

Signature of Post Holder:		Date:	
Name:			