



**Scottish  
Ambulance  
Service**

*Taking Care to the Patient*

## **Roster Management Guidance Operational Divisions**

### **1. Purpose**

To ensure roster management is achieved in a fair and equitable manner whilst achieving the Scottish Ambulance Service's requirement to maintain Skill-Mix (Rostered vehicles to be crewed by a Paramedic & Technician) at all times.

### **2. Roster Design**

**2.1.** Resources levels by hour of day should be determined following a Demand by Hour analysis in conjunction with the Performance & Planning Unit.

**2.2.** Shift patterns and duration should be negotiated locally as per the previously published Policy.

**2.3.** Paramedics and Technicians should be placed onto the roster to achieve the required Skill-Mix.

**2.4.** On stations with an even number of rostered staff; roster lines should be designated Paramedic or Technician to achieve continuous Skill-Mix and allow easy identification of the skill level required for workforce planning purposes or vacancies arising.

**2.5.** On stations with an odd number of rostered staff; Paramedics and Technicians should be allocated roster lines to ensure Skill-Mix is maintained. (It is accepted that this may lead to double Paramedic Crews at times, but this should be managed to a minimum necessary to achieve the roster requirements.)

### **3. Relief Staff**

**3.1.** At stations with more than one relief member of staff, separate relief staff cadres should be established for Paramedic & Technicians.

**3.2.** Relief staff should be allocated duty shifts to maintain Skill-Mix within the roster in the first instance; double crewing of Paramedics should only occur in exceptional circumstances and only if Skill-Mix has been achieved on their home or neighbouring stations.

**3.3.** Under normal circumstances Relief Staff seniority will be based on the date of registration for Paramedics and certification for Technicians. Should a number of eligible Technicians share a certification date, secondary criteria should be length of service on station. If eligible staff still share the same requirement, first shift worked upon qualification should be the deciding criteria.

**3.4.** If after the application of 3.3 above candidates can still not be differentiated between a competitive interview process should be conducted.

**3.5.** If Relief Staff decline the opportunity to move to a rostered position of the appropriate skill level on three (3) occasions they forfeit their seniority and are viewed as “bottom relief” for any future vacancies.

#### **4. Roster/Relief Vacancies**

**4.1.** Any vacancy that arises within a roster or relief cadre should be notified to the Recruitment & Selection Team at the appropriate skill level to ensure Skill-Mix is maintained.

**4.2.** If a vacancy arises and a double crew of the appropriate skill level exists within the roster (Paramedic or Technician) this double skill mix crew (normally the last created) should be split to fill the vacant line on the roster prior to any vacancy being advertised. The staff member to be moved should be the last appointed to the roster line. (The resulting vacancy is the vacant line to be advertised.)

**4.3.** If the vacancy is a roster vacancy and the Senior Relief is of the required skill set, their movement to the roster should be as per the existing agreement.

**4.4.** Paramedic vacancies should be filled in the first instance by a Registered Paramedic, if no registered Paramedics are available; Technicians who have been offered or have commenced their Paramedic Diploma should be given priority, appointments in such circumstances will be conditional on achieving Paramedic Registration within 18 months.

**4.5.** If 4.4 cannot be achieved, consideration should be given to filling the vacancy by means of secondment pending re-advertisement.

#### **5. Fixed Term Vacancies**

**5.1.** Fixed Term Vacancies may arise for a number of reasons such as secondments, maternity leave, long term sickness, etc., in such cases the same procedure as in 4 above should be followed with the resulting appointment being made under the Secondment Policy.

## **6. Paramedic Training Applications/Allocation**

**6.1.** Allocation of Paramedic Diploma courses should only be offered to stations with Paramedic vacancies.

**6.2.** Staff at stations without Paramedic vacancies can apply based on the principle that if successful their offer will be conditional on moving into a current Paramedic vacancy at another location.