

Job Title JE5556 - Ambulance Care Assistant

Local Job Reference JE5556

Score 227

Band 3

Status Matched [Profile Matched]

Matched to Patient Transport Services (PTS) Patient Carer, Higher Level

Job Details The post holder will be required to transport patients to and from treatment centres in a professional, caring, comfortable, compassionate, empathic, reassuring and timely manner to defined standards. The Ambulance Care Assistant will be required to effectively communicate with patients, relatives and healthcare colleagues. The Ambulance Care Assistant will provide a quality service to the patient. Their relatives and carers ensuring their safety and wellbeing whilst in the care of South-Central Ambulance Service NHS Foundation Trust. To act in accordance with Trust Policies, Procedures and protocols, Ambulance Care Assistant scope of practice.

Relevant Job Information	National Profile	Profile	Factor Status	JE Score
<p>1. Communication & Relationship Skills</p> <p>The Ambulance Care Assistant will be required to effectively communicate with patients, relatives and healthcare colleagues. 1.8 To promote and maintain good internal and external communications links with patients, colleagues and associated services and health service colleagues to provide an efficient and effective service to support a positive patient experience. 1.9 To operate any communication system supplied / fitted / operated by the Trust in accordance with its Policies and Procedures. • Awareness of equality and diversity in the working environment and surrounding community • Ability to communicate effectively: aurally, orally and in writing • Ability to deal with patients in a caring and compassionate manner</p>	3a	3	Matched	21
<p>2. Knowledge, Training & Experience</p> <p>• Full UK Driving Licence with no more than 3 points for speeding (any offence relating to drink/drugs on the licence will be rejected) • Highway Code • NHS Care Certificate (if not held, will be included as part of training to be attained within 12 weeks commencement of employment) 1.11 To undertake and complete appropriate induction and core skill training as required to facilitate the correct level of care to the patients whilst in the care of the post holder, First Aid at Work, Core Driving, Conflict Management, Manual Handling, Child Protection, Health and Safety etc. • Ability to deal with patients and members of the public with dignity and respect</p>	2	2	Matched	36
<p>3. Analytical & Judgemental Skills</p> <p>1.3 The post holder is required to undertake daily vehicle checks to ensure that the ambulance vehicle is roadworthy; these checks shall include for example, Seats, Seat belts, stretchers. Oil, Water, Fuel, Tyre Pressure and tyre tread condition, Lights, Warning Devices etc. VORing the vehicle</p>	2	2	Matched	15

when not road worthy and safe both mechanically and internally for patients. Any vehicle defects to be reported using the vehicle defect book and record on any computerised system as required in accordance with Policies and Procedures. 1.6 To manoeuvre patients into ambulance vehicles using either the patient's wheelchair or the vehicle equipment such as stretcher, wheelchair, carry chairs and secure both patient and equipment within the vehicle using the appropriate equipment as per training received.

4. Planning & Organisational Skills

1.1 The post holder will be expected to plan their journeys, taking into account patient appointment timings along with the routes they should take, to ensure an efficient and effective service. With an understanding of the contractual KPIs to ensure the best patient experience.

2 2 Matched 15

5. Physical Skills

• Excellent driving skills • DVLC C1 Age Restriction (ie Minimum Applicant Age is 18) 1.2 To undertake driving duties of relevant type of Ambulance vehicle to the required standard subject to appropriate training, driving vehicles carefully with every consideration being given to the passenger, any equipment, the vehicle itself, other road users and comply with the Highway Code and Trust Policy guidelines and current Legislation.

3a 3 Matched 27

6. Responsibility for Patient/ Client Care

The post holder will be required to transport patients to and from treatment centres in a professional, caring, comfortable, compassionate, empathic, reassuring and timely manner to defined standards. 1.5 To administer 'ambulance nursing' to an appropriate skill level in accordance with training received. This will not include the administration of Oxygen or related therapies outside of the skill set for this role.

3a 3 Matched 15

7. Responsibility for Policy/ Service Development

Follows policies in own role which are determined by others. No responsibility for service development, but may be required to comment on policies, procedures or possible developments Follows ambulance service policies and procedures

1 1 Matched 5

8. Responsibility for Financial & Physical Resources

Responsible for the safe driving of vehicle. 1.1 The post holder will be expected to plan their journeys, taking into account patient appointment timings along with the routes they should take, to ensure an efficient and effective service. With an understanding of the contractual KPIs to ensure the best patient experience. 1.2 To undertake driving duties of relevant type of Ambulance vehicle to the required standard subject to appropriate training, driving vehicles carefully with every consideration being given to the passenger, any equipment, the vehicle itself, other road users and comply with the Highway Code and Trust Policy guidelines and current Legislation.

2ae 2 Matched 12

9. Responsibility for Human Resources

May demonstrate duties to new staff.

1 1 Matched 5

10. Responsibility for Information Resources

Records personally generated information Maintains records as appropriate e.g. vehicle usage. 1.15 The post holder will be responsible for recording information accurately using either computerised systems or hard copy as required and submit in a timely manner. Reports vehicle defects using appropriate method

1 1 Matched 4

11. Responsibility for Research & Development

Undertakes surveys or audits, as necessary to own work, completes staff surveys

1 1 Matched 5

12. Freedom to Act

To act in accordance with Trust Policies, Procedures and protocols, Ambulance Care Assistant scope of practice.
1.18 To comply with all the Trust's Policies and Procedures
1.21 To work with and to the standards set within the Ambulance Competency Framework culminating in the Trust's appraisal scheme and associated continual professional development.

2 2 Matched 12

13. Physical Effort

1.7 To have the physical ability to use the Moving Patient equipment provided; this will include the use of all types of carrying equipment such as chairs, stretchers lifting aids etc. This will require the post holder to risk assess the best way to undertake moving of patients taking into consideration their needs, both medical and cultural needs, the complexity of the patient movements and follow Health and Safety and other appropriate protocols and procedures. This could involve the post holder to lead both SCAS and other Healthcare professionals in complex patient movements

3c-4bc 4 Matched 18

14. Mental Effort

Frequent requirement for concentration where the work pattern is predictable with few competing demands for attention or an occasional requirement for concentration where the work pattern is unpredictable. Drives patients following a daily schedule. There is a requirement for concentration, during driving duties and occasionally where the work pattern is unpredictable e.g. road conditions may require changing the route of some journeys.

2ab 2 Matched 7

15. Emotional Effort

Frequent distressing or emotional circumstances patients with a variety of conditions may be distressed/anxious/angry

3a 3 Matched 18

16. Working Conditions

Frequent unpleasant conditions Smells, body odours, verbal aggression, bad weather

3a 3 Matched 12