

SOUTH CENTRAL AMBULANCE SERVICE NHS FOUNDATION TRUST

JOB DESCRIPTION

JOB TITLE: **APPRENTICE EMERGENCY CARE ASSISTANT**

DEPARTMENT: Patient Transport Services / Operations

REPORTING TO: Supervisor / Team Leader / Clinical Operations Manager

AFC PAY BAND & ENHANCEMENTS: Band 2 for part 1 of apprenticeship and Band 3 for part 2.

LINE MANAGER TO: N/A

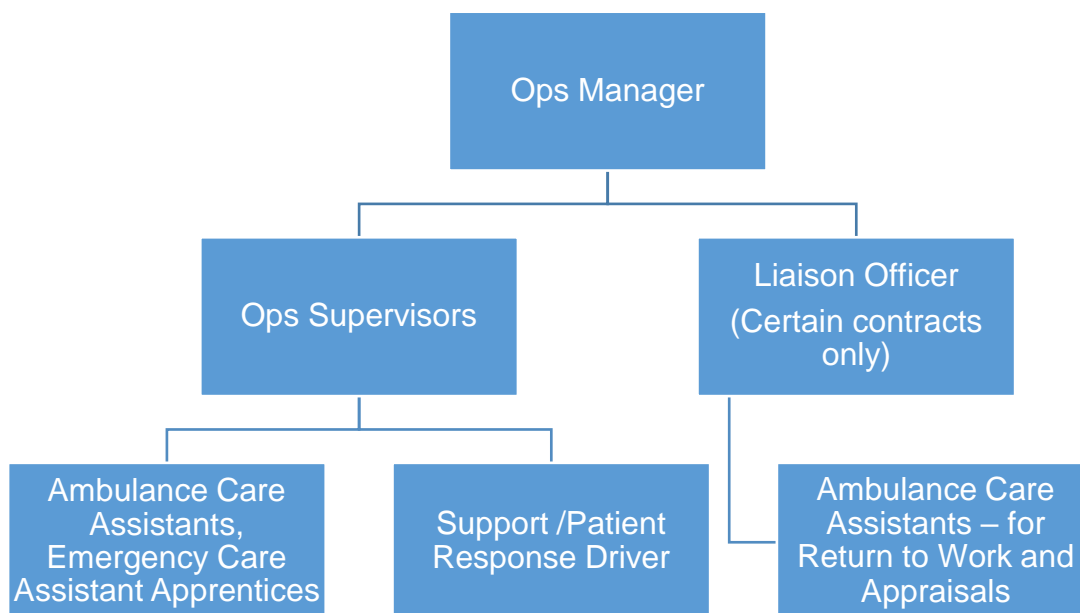
DISCLOSURE & BARRING SERVICE LEVEL: Enhanced

WORK PATTERN: Rotating Shifts

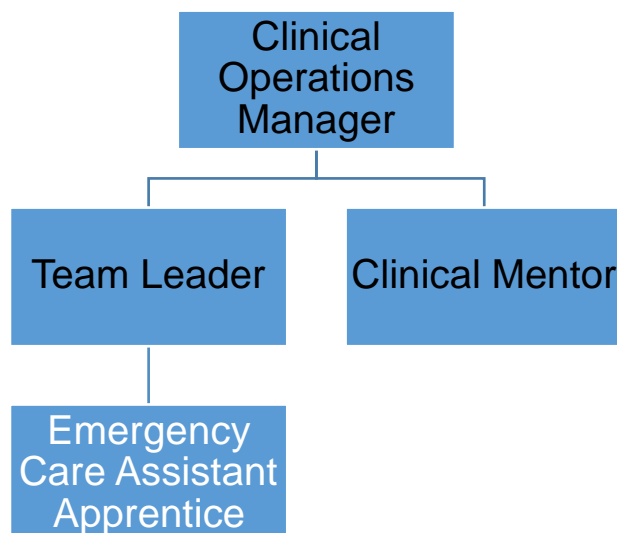
AGE RELATED DRIVING RESTRICTION: Yes

ORGANISATIONAL CHART:

Part 1



Part 2



OVERALL PURPOSE/ROLE SUMMARY: Part 1 - Patient Transport Services

Following initial training, the apprentice will be required to transport low dependency patients to and from treatment centres in a comfortable, caring, compassionate, empathic and reassuring, timely manner to defined standards.

The apprentice will be required to effectively communicate with patients, relatives and health service colleagues.

The apprentice will be required to provide a quality service to the patient, their relatives and carers ensuring their safety whilst in the care of South Central Ambulance Service NHS Trust.

1. MAIN DUTIES AND RESPONSIBILITIES:

- 1.1 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 to comply with Road Traffic Legislation.
- 1.2 The apprentice 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.
- 1.3 The apprentice is required to undertake daily vehicle checks to ensure that the ambulance vehicle is roadworthy; these checks shall include for example, Oil, Water, Fuel, Tyre Pressure and tread condition, Lights, Warning Devices etc.
- 1.4 To enter any vehicle defects into the vehicle defect book and record on any computerised system as required in accordance with Policies and Procedures.
- 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.
- 1.6 To manoeuvre patients into ambulance vehicles using either the patients 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.
- 1.7 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 apprentices to risk assess the best way to undertake moving of patients taking into consideration their needs, both medical and cultural.
- 1.8 To transport low dependency patients with the minimum of assistance to treatment centres as required / specified according to pre-determined schedules.
- 1.9 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 the patient and customer.
- 1.10 To operate any communication system supplied / fitted/ operated by the Trust in accordance with its Policies and Procedures.
- 1.11 To participate in the PTS rota relating to the covering of shifts and duties as required / directed.

OVERALL PURPOSE/ROLE SUMMARY: Part 2 - Frontline Operations

To support clinically qualified practitioners in the provision of high quality and effective pre-hospital clinical care to the community, responding, when appropriate using advanced emergency driving skills, to medical emergencies, inter-hospital transfers, urgent hospital admissions and other allocated operational duties commensurate with the role and responsibilities, supporting the provision of clinical, social and holistic care to patients in a pre-hospital environment, safely and within appropriate level of training and competency

To act in accordance with Trust policies, procedures and protocols, ECA scope of practice, appropriate sections of the Joint Royal Colleges Ambulance Liaison Committee (JRCALC) guidelines and current legislation at all times

2. MAIN DUTIES AND RESPONSIBILITIES:

- 2.1 To respond immediately to emergency calls, hospital admissions, hospital transfers and other operational transport duties, as indicated by the Clinical Contact Centre, in accordance with operational requirements, clinical guidelines, local competencies, policies, protocols, scope of practice, and procedures commensurate with this role (as part of a clinical crew or to deliver a resource able to convey a patient to a clinician on scene.).
- 2.2 To ensure compliance with the appropriate sections of the JRCALC guidelines, policies, procedures, protocols and scope of practice at all times, being personally accountable and responsible for clinical decisions made during the course of duty, ensuring patients receive the highest quality and standard of holistic care and attention
- 2.3 To support the work of qualified practitioners by using appropriate knowledge and skills in order to assist them make professional judgements, conducting diagnostic procedures and treatments, as requested by the qualified practitioners, safely and to the appropriate level of training and competency for the role, in accordance with procedures, guidelines, scope of practice and protocols
- 2.4 To ensure informed consent is obtained before treatment or intervention is undertaken, and to ensure that the communication of information between self, the patient and colleagues is handled sensitively, clearly, pro-actively and in a manner mindful of patient confidentiality
- 2.5 To ensure a continuous duty of care to patients, within the level of training and competency of this role, ensuring an appropriate level of monitoring and treatment is maintained and continued until the patient is either discharged or transferred to the care of another healthcare professional.
- 2.6 To be involved in 'see and treat' scenarios and often communicating with patients' GPs/ OOH services and other referral pathways which include falls, safeguarding, Mental Health, to manage patients appropriately.
- 2.7 To ensure that a clear handover report is provided when the patient is handed into the care of another health professional. This should record all pertinent patient information, in accordance with Trust procedure and that the transfer of patients into the care of others is conducted according to procedure

- 2.8 To ensure the safe transfer of patients, to and from vehicles, following health and safety and other appropriate protocols and procedures, being mindful of the safety of patients, self, colleagues and others, using appropriate equipment and manual handling techniques
- 2.9 To respond to and communicate with patients, relatives, colleagues, other health professionals, other emergency responders and members of the public in a calm, caring and professional manner, treating them with dignity and respect at all times, regardless of the circumstance.
- 2.10 To ensure that patient confidentiality is maintained at all times and that personal / clinical information is only disclosed in accordance with Trust policy, procedure and protocol and in accordance with Caldicott regulations, whilst ensuring that all appropriate information is recorded in a timely and efficient manner
- 2.11 To undertake a dynamic risk assessment on arrival at the scene of an incident in accordance with Trust policy and professional guidelines, having due regard for the health and safety of self and others, and to request additional support appropriate to the circumstances through the Emergency Control Centre
- 2.12 To practice in accordance with protocol and current legislation governing the use of medicines and prescription only medicines, in relation to the storage and security of such items both while operational and in station. To administer drugs when working with clinician (currently, aspirin, oxygen, Entonox, Hypostop).
- 2.13 To maintain timely communications with the Clinical Contact Centre, using any means available and appropriate
- 2.14 To communicate and work with other emergency services, relevant authorities, healthcare professionals and the general public in an appropriate and professional manner
- 2.15 To use all Trust equipment, facilities and premises in a careful, proper and mindful manner, paying due regard to safety and security at all times
- 2.16 To carry out vehicle equipment checks and restock as required at the start of duty in accordance with Trust policy and procedures, ensuring that the vehicle is roadworthy, properly kitted, cleaned (paying particular attention to infection control) and stocked, faults or omissions reported and all appropriate recording procedures completed.
- 2.17 To drive Trust vehicles in accordance with the Road Traffic Law, the Highway Code and Trust policy guidelines and current legislation
- 2.18 To maintain competency to operate all equipment – clinical, non – clinical, and information systems - used during the course of duties, ensuring the efficient and effective operation of equipment, and the safe use of equipment at all times, reporting faults in the appropriate manner
- 2.19 To ensure that the Clinical Contact Centre is made aware of operational availability and respond as instructed at all times
- 2.20 To be responsible for the security of patients property and patients valuables during the transportation and hand-over at their destination

2.21 To ensure that all clinical waste is disposed of according to Trust policy and current legislation

2.22 To provide initial scene management and support to qualified practitioners, in the case of multiple casualties and major incidents, in accordance with Trust policy and procedure until relieved by an appropriate officer

2.23 To assist in HALO (Hospital Ambulance Liaison Officer) duties at receiving hospitals when required, having responsibility for the care of patients in the department with other SCAS colleagues and working closely with hospital staff in the management of patients.

3 MAIN DUTIES AND RESPONSIBILITIES: Duration of the apprenticeship – parts 1 and 2

3.1 To undertake all mandatory training and training related to the advancement of patient care commensurate with this role, including core update training

3.2 To wear Personal Protective Equipment (Uniform etc) as supplied by the Trust. The equipment should be kept clean and tidy and worn to the required standard in accordance with the Trust's Policies and Procedures.

3.3 To report any untoward incident immediately and in accordance with Trust policy

3.4 To maintain apprentice portfolio of evidence and practice, in accordance with the requirements of the Trust.

3.5 To complete any agreed education and training that forms part of the apprenticeship as agreed in the apprenticeship agreement.

3.6 To report any incidences of risk, neglect, abuse or endangerment to vulnerable children or adults in accordance with Trust Safeguarding policy.

3.7 To accurately complete and administer information and documentation as necessary and in accordance with current GDPR requirements

3.8 To complete any incident reporting paperwork to include injury to patient, self or vehicle in accordance with Trust Policies and Procedures

3.9 To comply with all the Trust's Policies and Procedures, including participation in appraisal scheme

3.10 To participate in the Trust's response to major incidents and any such duties as directed

3.11 To undertake any such operational duties that may be required in order to assist in the provision of a quality service in line with the Trust's contractual obligations

OTHER DUTIES

There are occasions when staff agree to take on additional roles which are not specifically part of the main job role, such as station duties which may include drugs and stores management, administration, health and safety checks etc. and to perform other tasks in keeping with the role as required by the line manager

This job description is not comprehensive but contains the main responsibilities and functions of the post. Other reasonable duties may be required, in accordance with operational need.

TRUST ORGANISATIONAL EXPECTATIONS

- Performance – proactively and positively contributes to the successful overall performance of the Trust.
- Partnership – work with those you support to develop a collaborative working partnership which positively contributes to their overall efficiency and role performance.
- Clinical standards – aspires to achieve clinical excellence at all times.
- Communicating information – identifies and uses the most effective means of communication appropriate to the situation and the individuals involved.
- Self-management – manages own behaviour to achieve positive results.
- Teamwork – is motivated to work together with others and in a variety of different team settings.
- Staff Support – provides effective support to staff and is viewed as approachable, reliable and confidential.
- Professionalism – sets and maintains high personal and professional standards.
- Development and Training – learns from experience and strives to continually improve.
- Innovation and improvement – supports the Trust in identifying new and better ways of providing the service, to achieve organisational aims.

GENERAL INFORMATION:

Changes to this job description:

This is an outline of the job description and may be subject to change according to service needs and developments, which will take place in consultation with the post holder as appropriate.

SCAS Core Values: Teamwork, Innovation, Professionalism, Caring.

Smoking:

South Central Ambulance Service operates a 'No Smoking' policy.

Equality and Diversity:

South Central Ambulance Service is committed to the fair treatment of all people, regardless of their gender, race, colour, ethnicity, ethnic or national origin, citizenship, religion, disability, mental health needs, age, domestic circumstances, social class, sexuality, beliefs, political allegiance or trades union membership.

Health and Safety:

It is the general duty of every employee to take reasonable care for the Health and Safety of themselves and others including the use of necessary safety devices and protective clothing and co-operation with the Trust in meeting its responsibilities under the Health and Safety at Work legislation. The post holder must be aware of individual responsibilities under the Health and Safety at Work Act and identify and report, as necessary, any untoward accident, incident or potentially hazardous environment.

It is the Trust's responsibility to ensure that staff are able to work in a safe and conducive working environment and that responsibilities regarding Health and Safety and staff welfare legislation and best practice are fulfilled throughout their area of responsibility, this will also include undertaking Risk Assessments as and when required.

Infection Control

Infection Prevention and Control: South Central Ambulance Service is committed to reducing the risk of healthcare associated infections. All employees involved directly or indirectly in the provision of healthcare have a duty to cooperate with the Trust's Infection Prevention and Control associated Policies and Procedures to reduce the risk of healthcare associated infections for patient's staff and the public. You will be expected to cooperate with colleagues, contractors and other healthcare providers also involved in patient care directly or indirectly so far as is necessary to enable the Trust to meet its obligations under the Health and Social Care Act 2008.

Safeguarding Children and Vulnerable Adults

SCAS has a statutory duty to safeguard and promote the welfare of children and young people (Children Act 2004), to protect adults at risk of abuse (Care Act 2014, Mental Capacity Act 2005 et al), and to support the Home Office Counter Terrorism strategy CONTEST, which includes a specific focus on PREVENT.

Safeguarding is everybody's business and any concern should be promptly reported in accordance with South Central Ambulance Service's safeguarding policy and associated guidance found within South Central Ambulance Service allegations and other associated policies. Support, advice and guidance may be sought from the safeguarding team however this should not be in place of a referral ensuring the principle of "No delay."

Confidentiality:

The post holder must ensure that personal information for patients, members of staff and all other individuals is kept secure and confidential at all times in compliance with the Data Protection Legislation.

Development:

The post holder will be required to participate in relevant development activities and development reviews.

Freedom to Speak up (FTSU):

All staff have a responsibility for creating a safe culture and an environment in which we are all able to highlight when things go wrong, might go wrong, or when things are good, but could be even better.

FTSU is a fundamental part of this and is a core element of the Trust's values and behaviours, we need to be mindful how our behaviour may inhibit or encourage someone speaking, listening or following up. Further eLearning is available on ESR.

The job description is not exhaustive and is subject to review in the light of the changing needs of the organisation. Any review of this job description will be undertaken in consultation with the post holder

Name of post holder (please use capitals)

Signature of post holder Date