

SOUTH CENTRAL AMBULANCE SERVICE NHS FOUNDATION TRUST

JOB DESCRIPTION

JOB TITLE: Ambulance Care Assistant

DEPARTMENT: Patient Transport Services

REPORTING TO: Operational Managers /Supervisors

AFC PAY BAND & ENHANCEMENTS: Band 3, Unsocial Hours in line with Section 2 of Agenda for Change and High Cost Area as appropriate

DBS DISCLOSURE LEVEL: Enhanced

WORK PATTERN: Shifts

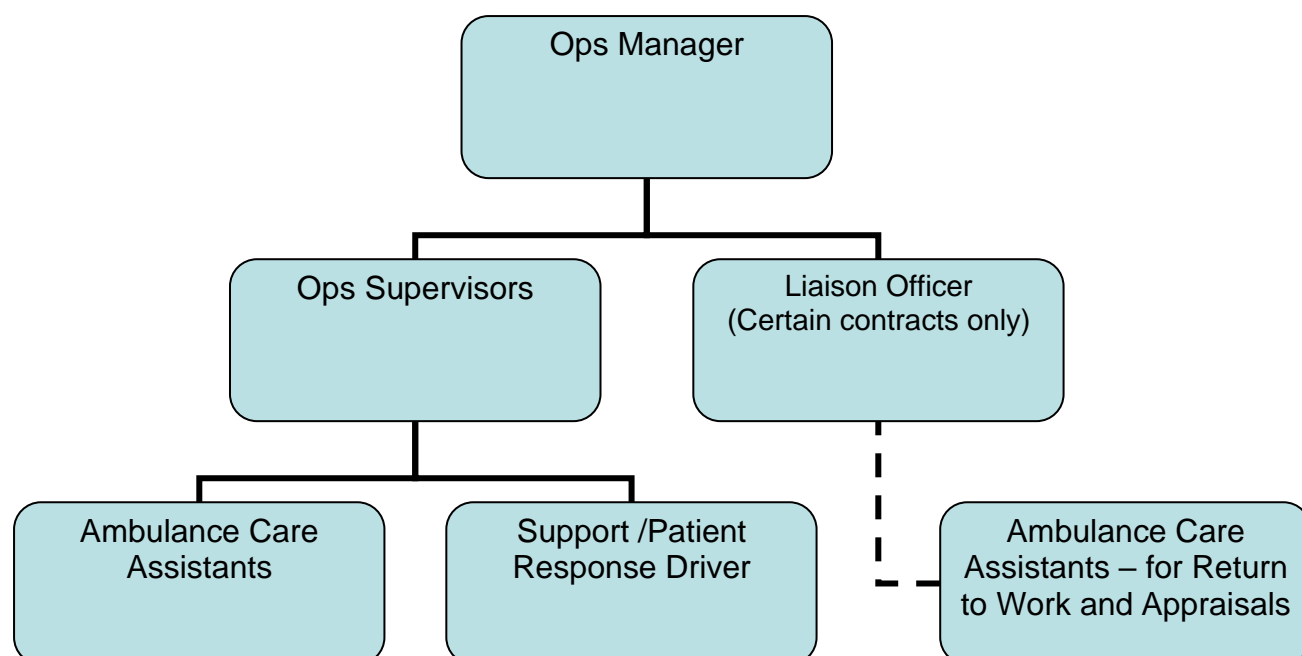
KEY WORKING RELATIONSHIPS (INTERNAL/EXTERNAL):

Internal: - Operational Managers, Supervisors, PTS Contact Centre, Ambulance Care Assistants,

Liaison Officers, Customer Care Managers

External: Patients, Carers, Relatives, Healthcare Colleagues, stakeholders

ORGANISATIONAL CHART:



OVERALL PURPOSE/ROLE SUMMARY:

The post holder is required to provide a support service to patients and SCAS PTS staff in relation to the delivery of patient's property / medications etc that can not be conveyed with the patient at the time of transport.

The post holder will be required to transport low to middle dependency patients to and from treatment centres in a comfortable, caring, compassionate, empathic and reassuring, timely manner to defined standards in order to assist in the provision of an efficient and effective Patient Transport Service.

To have the ability to effectively communicate with patients, relatives and health service colleagues.

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

MAIN DUTIES AND RESPONSIBILITIES:

- 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.
- 1.2 To drive 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.
- 1.3 The post holder is required to undertake daily vehicle checks to ensure that the ambulance vehicle is roadworthy; these checks shall include for example, 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 include the administration of Oxygen in accordance with prescribed/clinical guidelines.
- 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 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 to risk assess the best way to undertake moving of patients taking into consideration their needs, both medical and cultural needs.
- 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 the patient and customer.

- 1.9 To operate any communication system supplied /fitted / operated by the Trust in accordance with its Policies and Procedures.
- 1.10 To participate in the PTS Rota relating to the covering of shifts and duties as required / directed.
- 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.
- 1.12 To undertake all training as required by the Trust, to include core update training.
- 1.13 To wear Personal Protective Equipment (Uniform etc) as supplied by the Trust. This equipment should be kept clean and tidy and worn to the required standard in accordance with the Trust's Policies and Procedures.
- 1.14 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.
- 1.15 To accurately complete any administration information and documentation as required and ensure that it is submitted in accordance with current Standard Operation Procedures and Trust Policies and Procedures.
- 1.16 To complete any incident reporting paperwork to include injury to patient, self or vehicle in accordance with Trust Policies and Procedures.
- 1.17 To comply with all the Trust's Policy's and Procedures.
- 1.18 To participate in the Trust's response to major incidents and any such duties as directed.
- 1.19 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
- 1.20 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.

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