

Dear Applicant,

The Trust is delighted that you are considering a role with the Welsh Ambulance Service.

The Welsh Ambulance Services NHS Trust is one of the largest ambulance trusts in the UK, so working here will be an experience like no other.

Wales is about more than just Tom Jones, Rugby Union and rarebit – it's one of the friendliest places to both live and work, and we're looking for people to join our team and enjoy this beautiful country.

Home to more than 8,000 square miles of lush valleys, rugged coastlines and ancient castles – not to mention three National Parks and five Areas of Outstanding Natural Beauty – Wales has a lot to offer. We're also leading the way in arts, culture, food and drink and sporting events.

At the heart of this varied landscape, diverse population and wealth of history, the Welsh Ambulance Service is providing the three million people that live in Wales with first class clinical care 24 hours a day, 365 days a year.

Like other ambulance services and the wider NHS, we're not without our challenges, but we're taking steps to better the working conditions for our people and make improvements for those who matter the most – our patients.

If you possess the behaviours we require to help us fulfil our new purpose and vision, are passionate about providing excellent patient care and want to grow and develop with an organisation which is continually transforming services to meet the ever-changing needs of the communities we serve, then we want to hear from you.

We're aspiring for excellence in everything we do and have great opportunity to build on the strong and solid foundations of our skilled and committed Workforce and the strengthened relationships we are developing with patients, partners and the public.

## About Us

The Welsh Ambulance Service employs more than 3,000 staff and volunteers, and everyone has a role to play in providing a service to a patient. Our services include:-

**Emergency Medical Service** – Responsible for responding to all urgent and emergency calls, and providing appropriate pre-hospital care.

**Non-Emergency Patient Transport Service** – A vital part of what we do involves taking people to and from routine outpatient appointments at clinics, hospitals and day centres.

**Clinical Contact Centres** – Receive emergency and urgent calls and responsible for the emergency dispatch of ambulance crews.

**NHS Direct Wales/111** – Provides health advice and information over the telephone and via the website.

**Support Service Departments** – Play a vital role in our day-to-day work, from managing our finances and keeping our IT systems working to recruiting new staff and keeping them informed.

Together, we all play a part in making sure that we can respond to anyone needing our help, 24 hours a day, 365 days a year.

To find out more about the organisation, please visit [www.ambulance.wales.nhs.uk](http://www.ambulance.wales.nhs.uk)

I wish you all the best with your application.

**Jason Killens**  
**Chief Executive**