



## North East Ambulance Service NHS Foundation Trust

### Role Description

<b>Job Title:</b>	<b>Ambulance Care Assistant</b>
<b>Pay Band:</b>	<b>Band 2</b>
<b>Accountability:</b>	<b>Team Manager</b>
<b>Directorate:</b>	<b>Operations - PTS</b>
<b>Date:</b>	<b>July 2022</b>
<b>JE Reference No:</b>	<b>NEAS2022_023</b>

#### **Job Summary**

The post holder will be expected to work alone or with other Ambulance Care Assistants to transport patients to and from a variety of destinations.

The post holder will be a key member of the transport team, assisting in the delivery of high quality and effective care and the transportation of patients in line with pre-agreed standard operating procedures in line with their scope of practice and associated training. Team Managers will complete risk assessments and provide instruction in all complex cases.

To ensure that the needs of all patients and relatives are met without delay acting at all times in a courteous and sympathetic manner, being the patients advocate.

The post requires competence in the safe moving and handling of patients with a variety of mobility needs using techniques including the use of all relevant mechanical equipment, handling devices and restraint/Uclamping systems including baby/child seats, carry chairs, stretchers and wheelchairs

The post holder will be required to be physically fit and able to support the transfer and where on limited occasions the lifting of patients as part of their transport to and from their destination. This may include lifting both up and downstairs on a shift basis.

All Infection Prevention and Control policies must be abided by to reduce the likelihood of a health care associated infection

The post holder will also be required when necessary to carry out hands on CPR in the event of an emergency.

To use driving skills to respond to, urgent and routine calls as required.

To undertake daily vehicle inspections, restock hard and soft items according to the vehicle inventory.

The post holder will be expected to work at all times in line with the Trusts Vision, Mission and Values.



## **1. Key Result Areas**

### **Functional Responsibilities**

1. Convey allocated patients using a Non-emergency Ambulance to and from a variety of sites across the Trust Geographical area and on occasion outside of the Trusts Geographical area. These sites include but are not exclusively to Home addresses, Hospitals, Treatment Centers and Care facilities.
2. Transport patients (and escorts) with a range of mobilities and medical conditions in a patient centered, professional and caring manner instilling their satisfaction and confidence in the Trust.
3. Observes personal duty of care in relation to equipment, resources and patient's belongings in course of work.
4. Provide a quality of travel that is both a smooth and comfortable experience for passengers and non-detrimental to the patient's condition;
5. Competence in the frequent use of manual handling and moving of patients, lifting and carrying, first aid including CPR, the use of an Automated External Defibrillator (AED) and all other relevant training requirements for the role.
6. Maintain competence in the use of all relevant mechanical equipment, handling devices and restraint/clamping systems including baby/child seats, wheelchairs and stretchers.
7. Operate all required types of communication (terrafix, MDT, mobile phones and radios) in line with the trusts policies and procedures to convey accurate information to other colleagues and NHS staff.
8. Carry out daily vehicle checks and report defects promptly in accordance with Trust policy.
9. Exchange with key people and staff all available information necessary to the continuous provision of quality care within a patient focused environment.
10. When necessary to undertake long-distance journeys as requested;
11. Stop, report and lend appropriate assistance (within scope of practice), at the scene of any untoward incident that may require first aid.
12. Maintain a high standard of vehicle and equipment serviceability, cleanliness in line with the Trusts IPC and care quality standards, including ensuring all personal equipment and rubbish is removed at the end of your shift.
13. Ensure that the vehicle assigned to you is appropriately stocked in line with current vehicle stock levels and remove any over stocked items.
14. Report vehicle accidents, patient incidents and near misses in a timely and accurate manner, in accordance with the Trust's risk management policies and procedures.
15. Drive allocated service vehicles, Non-emergency Ambulance or Service Car in compliance with the highway code, in a manner appropriate to the conditions, and with due consideration for the safety of vehicle occupants and other road users.
16. Be of smart and professional appearance, act in accordance with the Trust's code of conduct, uniform policy and be helpful, polite and courteous in manner at all times, in line with the Trusts Mission, Vision and Values.



17. Participate in the development and modernisation of the Service as part of the NHS modernisation agenda, putting forward ideas or innovations to create a more effective service;
18. Ensure own compliance with the Trust's policies, procedures, protocols, standing orders (SO's), standing financial instructions (SFI's) and current legislation;
19. Ensure own compliance with patient care and safety protocols and guidelines; operating within your scope of practice
20. Develop and maintain an awareness of other roles, duties and responsibilities; within the service
21. Conduct dynamic risk assessments of the patient's environment and identify any moving and handling issues in respect of transporting the patient.
22. Support the patients basic care needs and ensure their dignity is maintained
23. Develop and maintain a sound geographical knowledge of the geographical area served by the Trust including locations of hospital sites and other treatment centers
24. To support new and existing colleagues when necessary with demonstration of vehicles, stations and procedures.
25. To be physically fit and able to support the transfer and where necessary through the lifting of patients, using a range of mechanical supports as part of their transport needs to and from their destination. This may include occasional lifting both up and downstairs.
26. To maintain 100% compliance with E-Learning, yearly Appraisals and any face to face training as agreed by the Trust.
27. On limited occasion where necessary to attend Major incidents as directed by the Trust to help support the conveyance of patients in line with your scope of practice.

## **2. Key Working Relationships**

### **Internal**

Other Ambulance Care Assistants

Team Managers

Operations Managers

Unscheduled Care staff and Managers

Operations Centre

Dispatch (EOC)

Trust Management

Members of the public

### **External**

Hospital Staff

Care home staff



Other ambulance staff

Nursing staff

Other emergency services

### **Accountability**

Directly accountable to the Team Manager

### **Other Duties**

The above is only an outline of the tasks, responsibilities and outcomes required of the role. The post holder will carry out any other duties as may reasonably be required by their line manager.

### **Confidentiality**

The post holder will be expected to maintain the complete confidentiality of all material and information to which they have access and process.

### **Equality and Diversity**

Ensure compliance with equality and diversity legislation and display active commitment to the need to ensure equality of opportunity and the benefits of diversity.

When in contact with colleagues, patients, visitors, volunteers, contractors and people from other organisations, ensure that they are treated with respect and consideration and their dignity is maintained, in line with the Trust's values.

### **Infection Control**

It is your responsibility to adhere to infection control policies in order to promote cleanliness and reduce infections. Hand hygiene must be undertaken correctly to prevent the spread of infection. Personal protective equipment must be used in accordance with NEAS policy. You must contribute to the cleanliness of the work environment and keep it "clutter free" and tidy. You must also attend all mandatory training and updates to ensure you receive training appropriate to your role.

### **Data Protection**

The post holder must, if required to do so, process records or information in a fair and lawful way. They must hold and use data only for the specified, registered purposes for which it was obtained and disclose data only to authorised persons or organisations.

### **Corporate Governance**

The post holder must, at all times, act honestly and openly and comply with relevant corporate governance requirements, employment legislation, standards of business conduct, codes of openness and accountability.

### **Equal Opportunities**



The post holder must comply with and promote Equal Opportunities and accordingly must avoid any behavior which discriminates against colleagues, potential employees, patients or clients on the grounds of sex, marital status, sexual orientation, age, race, colour, nationality, ethnic or national origin, religion, political opinion, trade union membership or disability.

### **Health and Safety**

Under the Health and Safety at Work Act (1974), it is the responsibility of individual employees at every level to take care of their own health and safety and that of others who may be affected by their acts at work. This includes co-operating with the organisation and colleagues in complying with health and safety obligations to maintain a safe environment and particularly by reporting promptly and defects, risks or potential hazards.

### **Flexibility**

The Trust is currently working in a climate of great change within the NHS. It is therefore expected that all staff will develop flexible working practices to be able to meet the challenges and opportunities of working within the new NHS.

### **Risk Management**

Support the implementation of the Trust's Risk Management Strategy. Help the Trust meets its risk management obligations by being aware of hazards and risks within their work environment and working with the Risk Officers for the reduction and removal of unacceptable risks.

### **Safeguarding**

Safeguarding is everyone's responsibility. It remains the responsibility of every NHS organisation and each individual healthcare professional working in the NHS to ensure that the principles and duties of safeguarding adults and children are holistically, consistently and conscientiously applied with the needs of adults at risk or abuse or neglect at the heart of all that we do.

All staff must ensure compliance with Safeguarding Children and Adults Policies and multi-agency procedures in accordance with the legislative requirements of Safeguarding Children and Safeguarding Adults Boards across the region.

### **Duty of Candour**

All staff working within NEAS have responsibility to adhere to our organisation's policies and procedures around duty of candour, regardless of seniority or permanency. Duty of Candour is a legal duty placed on NHS bodies, which came into force in November 2014. Duty of Candour is everyone's responsibility, it is about being open and honest with people who use our services when things go wrong; NEAS embraces the ethos of Duty of Candour and this is demonstrated through acknowledging, apologising and explaining when things go wrong. All staff working within NEAS have responsibility to adhere to our organisation's policies and procedures around duty of candour, regardless of seniority or permanency.



NEAS promotes at all levels an open and transparent approach with service users about their care and treatment, including when it goes wrong, this is an integral part of our culture of safety to support organisational and personal learning.

## **Training**

Attend Annual training as requested by the Trust to ensure compliance with standards and legislation. Complete Annual E-Learning modules and Yearly Appraisals in line with the Trusts Policies.

Be responsible for identifying your own training and refresher training needs and identify them to a Team Manager as soon as possible.

## **Appendix 1**

**Note to Managers: - Please complete this form clearly, providing as much information as possible to candidates.**

### **Risk Assessment Indicators for the post**

	<b>DUTIES AND RISK FACTORS OF THE POST</b>	<b>Yes</b>	<b>No</b>
1.	Exposure Prone Procedures (EPP's)*	1	
2.	Manual Handling Operations		
3.	Dust, Dirt, Smells		
4.	Chemicals, Fumes or Gasses (Glutaraldehyde, fixer, anaesthetic gases, reconstitution/handling of cytotoxic drugs)		
5.	Patient Contact		
6.	Babies/Children Contact		
7.	Food handling/ Preparation		
8.	Driving		
9.	Fork Lift Truck Driving		1
10.	User of Display Screen Equipment		
11.	Noise		1
12.	Infestation		
13.	Blood and Body Fluids/Waste/Samples/Foul Linen		
14.	Excessive Cold		
15.	Excessive Heat		
16.	Inclement weather		
17.	Radiation		1
18.	Laser Use		1



19.	Working at Heights over 2 metres		
20.	Confined Spaces		
21.	Vibration i.e. Power Tools		
22.	Using machinery with moving/exposed parts		
23.	Shift work		
24.	Use of latex products		
25.	Physical violence/ aggression		
26.	Any other hazards please specify		
27.	<b>Other</b>		

If any hazard is identified above please give details below.

Hazards Identified:- Potential lone working, unsocial hours working, potential occasional exposure to unpleasant conditions

**\*Definition of Exposure Prone Procedures (EPP's)**

*Exposure prone procedures are those where there is a risk that injury to the Health Care Worker may result in the exposure of the patient's open tissues to the blood of the HCW. These procedures include those where the HCW's gloved hands may be in contact with sharp instruments, needle tips and sharp tissue (spicules of bones and teeth) inside a patient's open body cavity, wound or confined anatomical space where the hands or fingertips may not be completely visible at all times.*

**Personal**

*This job description outlines the duties as currently required but may be amended to reflect future developments in the service and the impact of new technology on the role. Appropriate training will be provided to support essential additional skills required.*

**Agreed and Approved:**

Job

Holder's Signature ..... Date .....

Line Manager's

Signature ..... Date .....







## PERSON SPECIFICATION

**JOB TITLE:** Ambulance Care Assistant

**DIRECTORATE:** Clinical Care & Transport

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>EDUCATION, QUALIFICATIONS AND TRAINING</b>	<p>Three GCSE (Grade C or above) to include English and Maths (or equivalent qualifications) or equivalent relevant experience working <b>in</b> a customer focused/ patient focused environment.</p> <p>Current manual driving license valid in the UK</p> <p>Willing to undertake further training as when required.</p> <p>Ability to attend training for the position</p>	<p>NVQ Level 2 qualification in a relevant area e.g. Health and Social Care, Customer Care.</p>
<b>KEY SKILLS, KNOWLEDGE AND APTITUDE</b>	<p>Work to the Mission, Vision and Values of the North East Ambulance Service.</p> <p>Must be literate in order to complete daily work sheets</p> <p>Basic IT knowledge and Skills</p> <p>Able to drive safely and adhere to road traffic regulations</p> <p>Demonstratable understanding of customer/patient centered care.</p> <p>Excellent communication skills.</p> <p>Ability to deal with a range of people</p> <p>Good time management</p> <p>Ability to work at other locations as and when required within the Trust geographical area</p> <p>Ability to work as part of a team</p> <p>Physically able to regularly lift and carry patients of various weights, to</p>	



	<p>bend, twist, pull, push and kneel (daily) etc</p> <p>Knowledge of the local area</p>	
<b>EXPERIENCE</b>	<p>Driving experience, preferably of larger vehicles</p> <p>Experience of working in a caring environment.</p>	
<b>DISPOSITION / PERSONAL ATTRIBUTES</b>	<p>Clean, tidy and professional appearance</p> <p>Candidates should indicate an acceptance of the commitment of the principles underlying the Trusts Equal Opportunities Policy</p>	
<b>SPECIAL REQUIREMENTS/ OTHER</b>	<p>This job role operates on a number of various rota patterns. Some rotas provide cover 24/7, 365 days of the year, including relief shifts. There is a requirement to work shifts. Relief shifts are planned up to 4 weeks in advance.</p>	<p>Flexibility to work as required in line with patient demand and the Trust Escalation process.</p>

Please note that only candidates who meet all essential criteria can/ will be shortlisted for the role