



Job Description

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| New job | N/A |
| Significantly amended job | N/A |
| Minor amendments from previous | N/A |

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|---------------------------------------------|---------------------------------|----------------------|
| Job title | Newly Qualified Paramedic (NQP) | |
| Reports to | Operations Officer | |
| Pay band | 5 | |
| Directorate | Operations | |
| Banding status (please tick one) | Indicative | A4C confirmed |
| | | X |

Job summary (overview of role/remit)

- To participate in a structured programme to properly integrate and support newly qualified paramedics into the ambulance service workplace, enabling time to consistently apply academic knowledge, skills and placement experience into confident practice, the newly-qualified paramedic (NQP) will be expected to undertake a two-year consolidation of learning. This will include reflective practice and feedback, where through direct and indirect clinical supervision they will learn to apply their knowledge.
- The NQP will be expected to operate within Trust clinical policies, JRCALC guidelines, protocols, procedures and SOPs and seek advice or refer to a more senior clinical colleague when a decision to deviate is needed, for example a clinical support desk/hub or other Health Care Professional.
- The NQP will always have access to clinical advice and/or support but **MUST** take clinical advice as dictated by Trust protocol and/or support from an identified source e.g. clinical support desk/hub or other Health Care Professional, whenever they consider it may be necessary to deviate from protocols, procedures, SOPs





and clinical guidelines.

- Responds to emergency and urgent calls, delivering high quality and effective pre-hospital care (within the scope of practice and competence of the individual) and transportation. This may (but not exclusively) include 999 emergencies, inter-hospital transfers, urgent hospital admissions and other allocated responses commensurate with the role.
- Carry out assessment, care, treatment and transportation of patients as an operational practitioner, working in a variety of locations.
- Post-holders will initiate appropriate care and effective treatment to patients in pre-hospital environment, selecting and applying appropriate skills and equipment safely and within appropriate level of education, competence and scope of practice.
- While the NQP programme is ordinarily over a maximum period of 24 months, NQPs may complete the programme in a shorter timescale subject to evidencing achievement each of the elements in the consolidation of learning programme. The specific arrangements for this are still being finalised by the national working group.

Main duties and responsibilities

(bullet points providing detail of responsibilities)

- 1.1 Carry out paramedic duties as part of an operational crew, working within scope of practice and adhering to protocols, procedures, SOPs and clinical guidelines, seeking appropriate clinical advice and/or support* as required.
***(A person undertaking this role will always have access to clinical advice and support but MUST take clinical advice as dictated by Trust protocol and/or support from an identified source such as a clinical support desk/hub or other Health Care Professional, whenever they consider it may be necessary to deviate from protocols, procedures, SOPs and clinical guidelines).**
- 1.2 Work within scope of practice and limits of professional competence referring to clinical advice and/or support as required (defined in 1.1). Follows established care packages.
- 1.3 Reduce inappropriate demand for emergency services by referring patients to appropriate health and social care agencies in response to emergency/urgent calls not requiring hospital attendance, seeking appropriate clinical advice and /or support as required (defined in 1.1).





- 1.4 Assist in delivering a flexible ambulance service response crossing professional boundaries as necessary and strengthening the delivery of unscheduled care seeking clinical advice and/or support as required (defined in 1.1).
- 1.5 Ensures a continuous duty of care to patients to the required HCPC Standards of Proficiency and within the scope of practice and competency of this role, ensuring an appropriate level of monitoring and treatment is maintained until the patient is either discharged, referred or transferred on the advice of an experienced paramedic or handed over to the care of another healthcare professional and agency.
- 1.6 Make appropriate use of clinical decision support software where available.
- 1.7 Follow and adhere to Trust clinical policies, protocols, procedures and SOPs Treat and Release, or refer patients who access the health service through the 999 system, but who do not need hospital admission seeking appropriate clinical advice and/or support as required (defined in 1.1).
- 1.8 Attend patients in a variety of clinical and non-clinical settings. If arriving first on scene to critical emergency situations and major incidents, undertake initial care and treatment of patients using Trust clinical policies, protocols, procedures and SOPs; promptly handing over responsibility of the scene to a more experienced paramedic/clinician when one is available on scene and seeking appropriate clinical advice and/or support as required (defined in 1.1).
- 1.9 Following Trust clinical policies, protocols, procedures and SOPs, undertake physical patient examinations and accurately triaging and prioritising patients by completing holistic patient assessments.
- 1.10 Following Trust clinical policies, protocols, procedures and SOPs administer drugs in accordance with national and local guidelines and relevant Patient Group Directives issued by the Trust and seeking appropriate clinical advice and/or support as required (defined in 1.1).
- 1.11 Record observations and findings appropriately including adverse incidents and Safeguarding issues, ensuring all records are kept confidential and stored safely in accordance with Trust information governance arrangements.
- 1.12 Work as an effective member of a multi-professional team, giving support to non-registered staff as required. Provide guidance and support, as required,





to non-registered staff without assuming supervision, education or line management role.

- 1.13 Maintain an up-to-date knowledge of ambulance service practices, ensuring that these are reflected in compliance with Trust procedures and operations.
- 1.14 Communicate effectively with staff and managers on a regular basis.
- 1.15 Communicate with patients, relatives, colleagues and other health professionals and stakeholders in a calm, caring and professional manner, treating them with dignity and respect at all times.
- 1.16 Communicate condition related information to patients and their relatives requiring empathy and reassurance skills.
- 1.17 Provide verbal and written clinical input and feedback on matters of health and safety, risk assessments, accident reporting and investigations.
- 1.18 Promote Equality & Diversity and a non-discriminatory culture.
- 1.19 Identify and take action when other people's behaviour undermines Equality and Diversity.
- 1.20 Adhere to clinical governance policy requirements within the Trust.
- 1.21 Adhere to protocols controlling drug and clinical supplies.
- 1.22 Complete documentation (including electronic patient records where used)as per Trust guidelines and Information Governance requirements, e.g. Data Protection.
- 1.23 Carry out any other duties commensurate with the post/role.
- 1.24 Exhibit standards of personal and professional conduct and performance required by the Health Care Professions Council (HCPC) or successor body. Maintain professional registration through the HCPC or successor body.
- 1.25 Demonstrate awareness and application of HCPC principles contained within the Standards of Proficiency and Standards of Performance Conduct and Ethics.





- 1.26 Take part in activities that lead to personal and/or team growth. Be open to constructive feedback and take steps to develop practice in response to feedback.
- 1.27 Maintain effective relationships with clinical supervisor and others engaged in their learning. Attend performance review, and plan activities with mentor/line manager.
- 1.28 Take a lead in identifying own development needs.
- 1.29 Reflect on clinical practice and behaviours and develop a portfolio of practice in line with HCPC guidance to demonstrate competence against the NQP framework.
- 1.30 Attend training and development programmes identified as individually appropriate.
- 1.31 Behave as an ambassador for the trust by displaying trust values and professionalism in all engagements.
- 1.32 Engage with CPD opportunities.

Note on clinical supervision:

Clinical supervision means ‘a formal process of professional support and learning which enables individual practitioners to develop knowledge and competence, assume responsibility for their own practice and enhance consumer protection and safety of care in complex clinical situations’ (DH 1993).

Under clinical supervision, a newly qualified Paramedic will be able to refer to a more experienced practitioner at all times.

Definition of advice and/or support:

A person undertaking this role will always have access to clinical advice and support but MUST take clinical advice as dictated by Trust protocol and/or support from an identified source such as a clinical support desk/hub or other Health Care Professional, whenever they consider it may be necessary to deviate from protocols, procedures, SOPs and clinical guidelines.

Standard Role Requirements

Health and Safety





To take reasonable care for own health and safety and that of others who may be affected by the postholder's actions at work.

No smoking policy

The buildings, grounds and car parks owned or managed by the Trust are smoke-free zones and smoking is not permitted whilst on NHS/Trust premises; attending external meetings on behalf of the Trust; wearing NHS/Trust-identifiable clothing or other markings, or whilst in NHS/Trust vehicles.

Risk

To develop and implement robust systems for risk management across the areas of responsibility of the post. To be responsible and accountable for risk in these areas.

To be personally responsible for not undertaking any task or action which would knowingly cause risk to self, others, or to the Trust.

As far as is reasonably practicable, to prevent other people from undertaking tasks or actions which would knowingly cause risks to themselves, others, or to the Trust.

To identify and report actual or potential hazards/risks in the work environment in accordance with Trust policies.

To participate in briefing/training sessions and carry out any agreed control measures and duties as instructed.

Take immediate action to minimise risks where it is reasonably practicable to do so.

Records management, confidentiality and security of information

To adhere to Trust policies and procedures as directed in training and guidelines and as advised by relevant colleagues (including designated Local Records Manager) in relation to creating records and handling information. Undertake action as required to implement and comply with these policies and procedures. To report any non-compliance.

To maintain confidentiality in relation to personal data held for colleagues and patients, ensuring it is processed lawfully; for no purpose other than for which it was obtained; is relevant to that purpose; is retained for no longer than is necessary; is processed in accordance with the rights of the subject to access and accuracy; and is protected from accidental loss or damage in accordance with the requirements of the Data Protection Act 1998, and records management guidance.

To maintain confidentiality of patient-identifiable personal data using a non-identifiable alternative, where practicable, and limiting access on a strictly need to know basis in accordance with the responsibilities of the Trust's Caldicott Guardian.

Infection control





Responsible for ensuring the effective implementation and monitoring of infection prevention and control in all areas within his/her area of responsibility to ensure continued compliance of the Trust with the Health Act 2006, Health and Social Care Act 2008 and any future Acts of Parliament regarding infection prevention and control. Adhere to the Infection Prevention and Control policy at all times, providing clear leadership and promotion of responsible attitudes towards infection prevention and control

Responsible for infection prevention and control within his/her area of responsibility, ensuring the effective implementation and monitoring of infection prevention and control under his/her control. Ensure infection prevention and control audits are undertaken in their area of responsibility, as requested by the Director with responsibility for infection prevention and control.

To ensure that relevant staff, contractors and other persons, whose normal duties are directly or indirectly concerned with patient care, receive suitable and sufficient training, information and supervision on the measures required to prevent and control risks of infection, so far as reasonably practicable.

Alcohol handrub must be carried at all times whilst in uniform; good hand hygiene must be maintained.

Responsible for including infection prevention and control within the managerial job descriptions and appraisals of all managers under his/her control.

Patient and public involvement

To be aware of responsibilities under sections 7 and 11 of the Health and Social Care Act 2001 to involve patients and the public in the ongoing planning, development and delivery of health services, and to involve patients in their own care, as far as is reasonably practicable.

Green Plan

Sustainability is integral to the Trust achieving the NHS Net Zero target. All staff are therefore actively encouraged and supported to implement new ways of working within their field of expertise. Training courses are available through ESR to increase knowledge and understanding.

Person Specification

| | Essential | Desirable |
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| Education and qualifications | Able to meet the requirements of the Knowledge and Skills | ALS, PHTLS, PHEC or other advanced clinical courses |





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| | <p>Framework for their role</p> <p>HCPC registered Paramedic</p> <p>Full Driving Licence and minimum 12 months actual recent driving experience</p> <p>Category B driving licence held for at least 1 year. No more than 6 penalty points for certain offences. Must have licence category C1.</p> <p>Current IHCD or equivalent D1 & D2 driving qualification/Current advanced driving qualification.</p> | |
| Previous experience (Paid/ Unpaid relevant to job) | <p>Experience in dealing with a diverse range of people in a customer/patient environment</p> <p>Up-to-date continuing professional development portfolio</p> | <p>Healthcare experience within NHS, nursing or voluntary organisation</p> |
| Skills, knowledge, ability | <p>Able to communicate effectively verbally and in writing</p> <p>Good interpersonal skills</p> <p>Able to develop and adapt to change</p> | <p>Computer Literate</p> |





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| | <p>Problem solving ability</p> <p>Planning and decision making skills</p> <p>Able to work under pressure</p> <p>Able to maintain confidentiality of information</p> <p>IT Literacy Skills</p> <p>Able to complete clinical and other records to a high standard</p> <p>Understanding of goals and objectives within the NHS structure (e.g. Clinical Governance, Reforming Emergency Care)</p> | |
| <p>Aptitude and personal characteristics</p> | <p>Able to develop effective working relationships with colleagues and the public</p> <p>Able to use initiative/self-motivated</p> <p>Flexibility in relation to shifts and job demands</p> <p>Quality/patient focused</p> <p>Caring attitude and sensitivity to others</p> | |





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| | <p>Able to participate in clinical audit to evaluate clinical practice</p> <p>Confident with the ability to take a lead role when required</p> <p>Able to interact with people from varying cultural backgrounds and social environments and promote values of equality and diversity</p> <p>Able to develop effective working relationships with colleagues and the public</p> <p>Reliable and good attitude to attendance and punctuality</p> <p>Demonstrate a commitment and recognition to the core values and beliefs of an employee of the NHS</p> <p>Able to deliver on the NHS constitutional patient pledges and rights</p> <p>Committed to high quality patient care and patient experience</p> | |
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| | <p>Respectful to and able to promote equality in opportunity, employment and service delivery</p> <p>Committed to continuous professional development and personal growth</p> <p>Able to ensure care of own health and wellbeing to promote improvements to physical and emotional wellbeing</p> <p>Able to work within the trust's attendance targets</p> <p>Ability to perform the requirements of the post to an acceptable standard</p> <p>Demonstrates a positive and flexible approach in line with the changing nature of the trust service delivery model</p> <p>Committed to the values based principles of high quality patient care to include; compassion; care; competence; communication; courage and commitment in all</p> | |
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| | aspects of service delivery | |
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