



### Job Description

**Job Title:** Ambulance Support Worker  
**Reference No:** YAS1396  
**Department:** Operations Directorate/A&E Operations  
**Base:** Ambulance stations throughout Yorkshire  
**Band:** 3

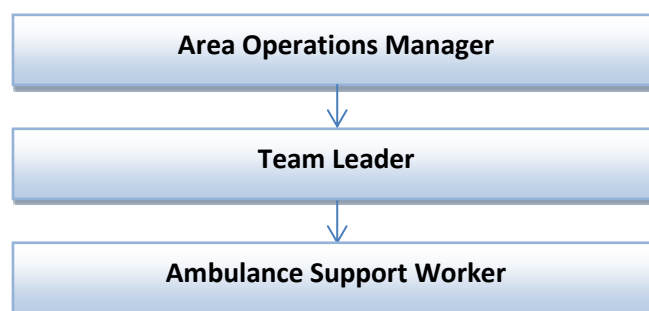
### Organisational Relationships:

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**Responsible to:** Team Leader  
**Accountable to:** Head of Operations  
**Responsible for:**

### Organisational Chart

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### Organisational Values

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You will share a commitment to our values:

**Compassion**  
**One Team**  
**Integrity**  
**Innovation**  
**Empowerment**  
**Resilience**

### Job Role Summary

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As an apprenticeship role, the role of the Ambulance Support Worker (ASW) is to support the clinician to provide high quality and effective prehospital care to the community, responding to a wide variety of situations including medical emergencies, inter-hospital transfers, urgent hospital admissions and other allocated operational activities commensurate with the role. The postholder will respond to all categories of calls whilst working with a senior clinician and will not be expected to work independently or without support. On occasion, the post holder may work with a higher-grade clinical support team member responding only to low acuity calls and urgent hospital admissions. The post holder will drive a range of vehicles provided for by the Trust, under both emergency and non-emergency conditions as required. The post holder will be expected to act in



accordance with Trust policies, procedures, protocols, ASW Scope of Practice, Yorkshire Ambulance Service Trust guidelines and current legislation.

## **Core Responsibilities**

### **Communication and Relationship Responsibilities**

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- Whilst under the direction of a senior clinician, assist and support in the provision of high quality and effective pre-hospital clinical care to the community, responding as appropriate using emergency driving skills, to a wide variety of situations including medical emergencies, inter-hospital transfers, urgent hospital admissions and other allocated operational duties commensurate with the ASW Scope of Practice.
- Assisting the Paramedic with advanced clinical skills e.g.- Advanced life support, Preparing equipment for Invasive procedures e.g. Cannulation, Interosseous, igel insertion and Immobilisation and extrication
- Where appropriate, support the assessment of the patients' condition within ASW scope of practice e.g. taking patient observations and reporting them to the senior clinician.
- To drive a range of vehicles as provided and directed by the Trust, under emergency driving conditions as required, in accordance with Trust policy, the IHCD Ambulance Driving manual and guidelines and current legislation.
- Transport patients to and from hospital and other treatment centres as deemed necessary by the lead crew member in a safe and comfortable manner including safe transport of patient's property and valuables
- As part of a crew, 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.
- Communicate with patients, relatives, colleagues, other health professionals, emergency services and members of the public in a calm, caring, reassuring, empathetic and professional manner, treating them with dignity and respect at all times. On occasion utilising persuasive and motivational skills in difficult or hostile situations where there may also be barriers to understanding.
- 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.
- To maintain timely communications with the Emergency Operations Centre, using appropriate means and ensure that the Emergency Operations Centre is made aware of operational availability at all times. To ensure compliance with YAS guidelines, policies, procedures, protocols and the ASW Scope of Practice at all times, ensuring patients receive the highest quality and standard of care and attention.
- Be able to respond as a first responder to appropriate incidents within the ASW scope of practice (FPOS) e.g. basic life support function, basic patient observations and support of the clinician

### **Analytical and Judgemental Responsibilities**

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- Postholders are required to support the organisation of care requirements under supervision of a clinician and within their own level of training and competence, provide ongoing care of patients under supervision of the lead crew member e.g., basic airway management, basic life support using a defibrillator in AED mode, blood pressure recording, blood sugar



recording where required reporting changes in the patient's condition to the senior clinician for analysis and clinical decision making. .

- In conjunction with attending colleagues, undertake a dynamic risk assessment on arrival at the scene of an incident in accordance with relevant guidelines, protocols, and legislation, having due regard for the health and safety of self and others, and to request additional support appropriate to the circumstances through the emergency operations Centre.

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#### **Planning and Organisational Responsibilities**

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- To competently record patient's condition and continually re-evaluate, reporting changes to the lead crew member/contact clinical hub for advice.
- Ability to manage demanding situations, prioritise and make sound decisions within their own level of training e.g. reporting relevant patient observation or condition changes to lead crew member
- Plan access/egress and journey routes to ensure the timeliest response taking in to account the patient's condition.

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#### **Policy and Service Development Responsibilities**

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- To comply with the policies, procedures, and protocols in place within the Trust.

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#### **Financial, Physical and Information Resource Responsibilities**

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- Ensure that patient report forms (electronic and paper-based) pertaining to this role i.e., for low acuity patients are completed contemporaneously, accurately, and legibly according to Trust Policy/procedure/protocols, current legislation and Caldicott guidelines.
- In conjunction with the senior clinician, accurately document/ record both clinical and non-clinical findings relating to the patient, this frequently contains highly sensitive information, e.g. access to healthcare systems, patient notes and safeguarding information where the need for accuracy is crucial.
- To carry out relevant vehicle and equipment checks at the start of duty, in accordance with Trust policy and procedures, ensuring that the vehicle is properly kitted, cleaned (paying particular attention to infection control) and stocked, faults or omissions reported, and all appropriate recording procedures completed. (In exceptional circumstances, and for operational need these checks could be delayed but must be performed as soon as practicably possible).
- To assist in ensuring the efficient use of medical supplies, maintaining adequate supplies throughout the shift, ensuring single use items are used according to protocols and ensuring that all clinical waste is disposed of according to Trust policy and current legislation.
- To use/operate all Trust equipment, facilities, vehicles, and premises in an efficient, effective and safe manner, reporting faults in the appropriate manner.
- To assist and support colleagues to ensure station security, cleanliness and the availability of vehicles, equipment, and supplies and to assist in other station duties as required:
  - Cleaning vehicles and equipment
  - Replenishing, restocking, and replacing items on stations and vehicles
  - Decontaminating equipment
  - Completing paperwork - incident forms, police statements, coroners reports, solicitors statements etc



- Re-fuelling vehicles

### **Research and Audit Responsibilities**

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- To report any incidences of risk, neglect, abuse or endangerment in accordance with Trust policy.
- To attend court when required e.g. coroners, magistrates, crown courts and give evidence or be cross examined under oath.
- Record promptly and in accordance with the Trust's policy and procedures any accident/incident in which you are involved in whilst on duty.

### **Leadership, Management, Training and Supervision Responsibilities**

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- To maintain skills and competencies required by the ASW Scope of Practice and participate in annual personal development reviews.
- To undertake all statutory and mandatory training commensurate with this role.
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### **Corporate Responsibilities**

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- It is the responsibility of each member of staff to ensure that they maintain the confidentiality and security of all information in accordance with the requirements of the General Data Protection Regulation (GDPR), Data Protection Act 2018, the common law duty of confidentiality and, for the protection of patient confidentiality, the principles of Caldicott.
- Managers should also ensure that their staff are aware of their obligations under legislation such as the Freedom of Information Act 2000; Computer Misuse Act 1990, and that staff are updated with any changes or additions relevant to legislation.
- Staff must be aware of and adhere to the provisions of the Health and Safety at Work Act and to ensure their own safety and the safety of colleagues and patients.
- Mandatory training requirements that are relevant to the post must be decided during Personal Development Review and a training plan developed.
- Staff should be aware of their individual responsibilities under the Equal Opportunities Policy and ensure that they adhere to the provisions of the policy.
- Individuals are also required to comply with the policies, procedures and protocols in place within the Trust.
- This job description is not meant to be exhaustive. It describes the main duties and responsibilities of the post. It may be subject to change in the light of developing organisational and service needs and wherever possible change will follow consultation with the post holder.

### **Safeguarding Children**

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- To recognise and report to the appropriate authorities any concerns regarding Child Protection issues to include possible child abuse.
- Under section 11 of the Children Act 2004 all NHS staff must ensure that their functions are discharged with regard to the need to safeguard and promote the welfare of children (Working Together to Safeguard Children 2015).  
<http://www.workingtogetheronline.co.uk/index.html>



## Safeguarding Adults

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- To recognise and report to the appropriate authorities any concerns regarding Vulnerable Adult issues to include social care and mental health.
- All staff must comply with mandatory training requirements and ensure that adult safeguarding is embedded as an essential part of their daily practice.

**For Administrative Purposes only:**

Prepared/Reviewed by: Beth Vernon

Approval Date:12/10/2022

Review Date:12/10/2025



## Person Specification

Factors	Description	Essential/ Desirable	Assessment Method
<b>Skills / Competencies</b>	<ul style="list-style-type: none"> <li>• Good verbal, listening and written communication skills</li> <li>• Able to communicate across wide demographic boundaries in an appropriate manner</li> <li>• Displays good diplomatic skills, is tactful and discreet</li> <li>• Good organisational skills, is able to support the identification of priority care pathways and work effectively whilst under pressure</li> <li>• Able to produce accurate records in accordance with Trust policy, using attention to detail</li> <li>• Able to assimilate information and skills through training or personal development, and to apply these practically in the working environment</li> <li>• Basic IT skills - experience of using a variety of IT software including Microsoft windows – where the need for accuracy is crucial</li> <li>• Physically fit - is able to undertake the manual handling of patients and equipment using appropriate equipment</li> <li>• Able to demonstrate a consistently high standard of driving skills to UK national standards during assessment, so as to progress to advanced driving standards</li> <li>• Demonstrates the ability and commitment to providing high quality patient care, appropriate to patient needs</li> <li>• Displays good interpersonal skills and ability to interact in a calm and professional manner</li> </ul>	Essential  Essential  Essential  Essential  Essential  Essential  Essential  Essential  Essential	App/Interview
<b>Qualifications / Knowledge.</b>	<ul style="list-style-type: none"> <li>• Level 2 academic qualification e.g. 3 GCSEs grade 4/C or above/NVQ level 2</li> <li>• Functional skills English and Maths at academic level 2 e.g. GCSE English Language and Mathematics grade 4/C or above</li> <li>• Able to undertake the level 3 Ambulance Support Worker apprenticeship</li> <li>• Knowledge and understanding of equality and diversity issues</li> <li>• Able to evidence a commitment to continued professional development</li> <li>• Full UK driving licence including entitlement to drive vehicles in category 1, no more than 3 penalty points</li> </ul>	Essential  Essential  Essential  Essential  Essential  Essential	Application  App/interview



<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of dealing with the general public</li> <li>• Experience of working in a caring profession e.g. 12 months operational experience in PTS</li> <li>• Good knowledge of current operational procedures and clinical practices</li> <li>• Awareness of Health &amp; Safety Legislation</li> </ul>	Essential  Desirable Desirable  Desirable	App/Interview
<b>Values and Behaviours</b>	<p><b>One team</b> – demonstrate collaborative and inclusive working.</p> <p><b>Innovative</b> – demonstrate a positive attitude and embrace challenges and opportunities.</p> <p><b>Resilience</b> – demonstrate support for colleagues mental and physical wellbeing.</p> <p><b>Empowerment</b> - continuously build our capabilities through training and development.</p> <p><b>Integrity</b> - listens, learns and act on feedback</p> <p><b>Compassion</b> – Treats everyone fairly</p>	Essential	App/Interview
<b>Personal/Other</b>	<ul style="list-style-type: none"> <li>• High personal standards of integrity and performance</li> <li>• Adaptable to constant change</li> <li>• Self-motivated – able to work on own initiative within occupational guidelines</li> <li>• Demonstrates a commitment to team working</li> <li>• Respects and applies patient dignity and confidentiality at all times</li> <li>• Maintains a flexible and proactive approach to work</li> <li>• Confident and assertive but approachable</li> <li>• Able to pass pre-employment medical</li> </ul>	Essential  Essential  Essential  Essential Essential Essential  Essential  Essential	Interview



## Job Risk Profile

This role involves:	Details of Risk Level					Examples
	Yes	No	Rare	Occasional	Frequent	
Lifting Weights / objects between 6 – 15 kilos	X				X	Equipment such as defibrillator, first response kit bag, Lifting patients when moving and transferring
Lifting weights / objects above 15 kilos	X				X	Lifting patients when moving and handling
Using equipment to lift, push or pull patients / objects	X				X	Use of a patient carrying equipment e.g. stretcher, carry chair or scoop stretcher, moving patients to floor or picking up patients from floor
Lifting heavy containers or equipment	X				X	Carrying drugs bag and defib, carry chair, scoop stretcher and resus bag, combined weight of over 20kg
Running in an emergency	X		X			
Driving alone / with passengers / with goods	X				X	Essential element of role
Invasive surgical procedures		X				
Working at height		X				
Concentration to assess patients / analyse information	X		X			Supporting clinician with patient assessment. providing record of patient findings and reporting to lead crew member for analysis and decision making
Response to emergency situations	X				X	Essential elements of role
To change plans and appointments / meetings depending on the needs of the role	X		X			Changing receiving destination of patient based on joint decision with clinician
Clinical Interventions		X				
Informing patients / family / carers /stakeholders of unwelcome news	X		X			Supporting clinician with giving unwelcome news



Caring for terminally ill patients	X		X			End of life patients
Dealing with difficult family situations	X		X			Dealing with difficult situations at the scene of emergencies
Caring for / working with patients with severely challenging behaviour	X			X		Attending patients with challenging behaviour with varying severity, occasionally severe.
Typing up of minutes / case conferences		X				
Clinical / hands on patient / client care	X				X	Essential requirement for role to have hands on care e.g. taking blood pressure and blood sugar and reporting to lead crew member
Contacts with blood / bodily fluids	X			X		Occasional contact with blood and bodily fluids, not every patient
Exposure to verbal aggression	X		X			
Exposure to physical aggression	X		X			
Exposure to unpleasant working conditions dust / dirt / fleas	X			X		Attending scene frequently, occasionally exposure to unpleasant working conditions
Exposure to harmful chemicals / radiation		X				
Attending the scene of an emergency	X				X	Essential requirement of role
Food preparation and handling		X				
Working on a computer for majority of work		X				EPR use is frequent but only a small proportion of work, not majority of work
Use of road transport	X				X	Driving ambulance and occasionally RRV or other trust vehicles