



SCOTTISH AMBULANCE SERVICE

JOB DESCRIPTION

1. JOB IDENTIFICATION	
JOB TITLE	Special Operations Paramedic
JOB DESCRIPTION REFERENCE	
DEPARTMENT	National Risk and Resilience Department - Specialist Operations
NO OF JOB HOLDERS	Multiple
DATE JOB DESCRIPTION AGREED	

2. JOB PURPOSE

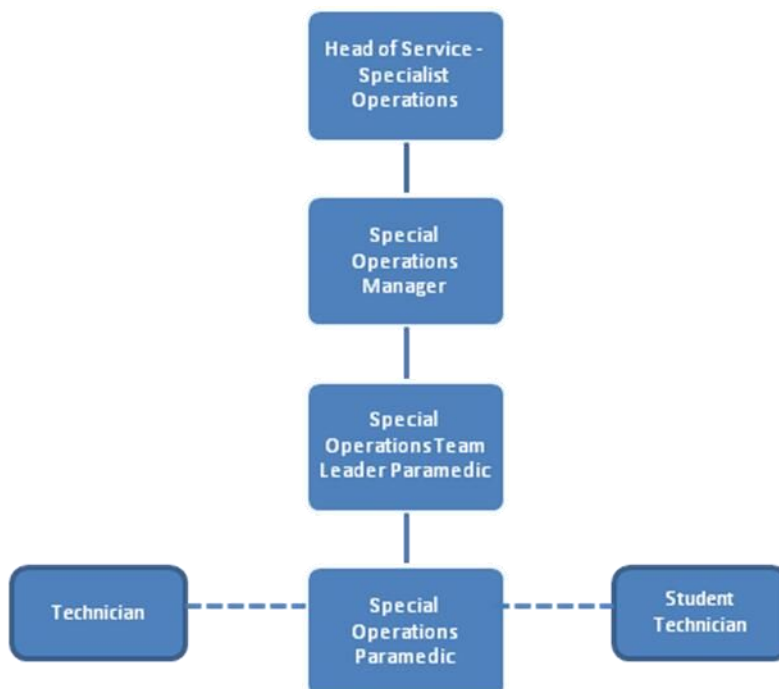
- Contributing to the best possible patient experience, with the delivery of high-quality patient assessment and treatment in a range of environments, including the provision of health advice, see and treat and transportation to appropriate medical facilities, generally, although not exclusively, in urgent and emergency situations. This post is the senior clinician in these situations and will provide a supervisory and mentorship role to technicians, and students in training.
- The purpose of SORT is to save life, increase survival, improve clinical outcomes and enhance patient and staff safety through the provision of specialist paramedical care.
- Special Operations work within hazardous areas to deliver the highest standards of pre hospital specialist clinical care using specialist personal protective equipment within the inner cordon.
- Provide specialist training to other SORT colleagues, the wider Service and external partners in SORT capabilities.
- Provide safe and effective, person-centred care, 24/7/365, where and when needed by the patient.
- Identify and managing risks appropriately, operating in environments where no other responding agency is able to provide clinical care and no other professional health care intervention is available.
- Provide leadership, advice, training and exercising, geared to improving critical decision making, interoperability and improving outcomes.

3. DIMENSIONS

- Work within scope of practice, with colleagues in primary care to ensure patients are managed into clinical pathways best suited to their needs.
- Following Service approved clinical practice guidelines as appropriate for a Paramedic along with managing programmes of treatment.
- Responsible for maintaining clinical knowledge and practice in line with all new developments within organisational guidelines and standards.
- Responsible for keeping abreast of all new developments within these guidelines and standards.
- Responsible for providing life-preserving treatments.
- Delivery of front-line, pre-hospital emergency care
- Support SAS service policy working with Primary Care partners to utilise appropriate out of hospital care and treatment options
- Responsible for the vehicle and equipment

- Provides clinical supervision to technicians, trainees and others e.g. ACA's, first responders
- As a member of Specialist Operations, provide a national capability, (the post holder may be required to deploy nationally in a mutual aid or major incident situation.)
- Provide an effective operational response to any incident requiring SORT intervention, including to the patient care consequences of significant, complex and major incidents, and those within specialist and high-risk environments. Providing a pre-determined attendance at certain incident types.
- Provide safe and effective, person-centred care, where and when needed by the patient, including, but not limited to; hazardous materials; CBRNE, MTFAs; safe working at heights; confined space; unstable terrain; water operations and support to security operations (Tactical Medical – Firearms, Public order etc).
- Supplementary duties will include, as required, support to duty SORT Team Leader, emergency / first response on a SRU, assisting the ACC with advice and training, clinical audit, research into SORT related issues, provide specialist training to other SORT colleagues, the wider Service and external partners in SORT capabilities.
- Support to multi agency demonstration, exercises and other events.

4. ORGANISATIONAL POSITION *(organisational charts can be included as an appendix if preferred)*



5. MAIN TASKS, DUTIES AND RESPONSIBILITIES

- Provide effective clinical leadership, development and mentoring to technicians and qualified staff and promote and ensure high quality out of hospital care is delivered by competent colleagues.
- Ensure patients are treated in the most appropriate environment, which may include home or homely setting.
- Assess the most appropriate method of conveying patients using the relevant equipment and moving and handling techniques as necessary.
- Assess and manage patients using appropriate urgent and emergency care techniques and referring patient to most appropriate pathway of care including appropriate vehicle types e.g. Urgent Tier or Low Acuity vehicle.
- Make assessment decisions on students in the practice education environment.
- Communicate relevant patient history, condition and treatment to receiving hospital staff. And other relevant professionals as appropriate.
- Maintain a high quality of patient centred care.
- Maintain patient confidentiality at all times.
- Fulfil appropriate roles at a major or significant incident, including Incident Commander and specialist command functions.
- Record observations and findings appropriately including adverse incidents and adult and child protection issues.
- At all times maintain standards and observe the code of conduct expected of a Paramedic, as stipulated by the Regulatory Body (HCPC).
- Ensure that the clinical working environment is ready to receive patients at all times.
- Carry out daily inspection of vehicle and report any damage or defects immediately
- Check stock of:
 - Patient care equipment and ensure that all equipment is safe, clean, in date and in good working order.
 - Patient care consumables and ensure that all are in date and undamaged.
 - Specialist PPE, for example breathing apparatus, ballistic PPE and chemical protective suits and ensure that all equipment is safe, clean, in date and in good working order.
- Responsible for management and security of drug stock including Controlled Drugs and P.O.M. (Prescription Only Medicine) and the safe administration of medications following approved Clinical Guidelines, or service approved Patient Group Directives where indicated.
- Comply with the Infection Prevention and Control policy and ensure that good Infection Prevention and Control practice to maintain a safe environment for patients, colleagues and members of the public is sustained and monitored.
- Participate in mandatory infection prevention and control update education to ensure an informed approach
- Carry out dynamic and analytical risk assessment when appropriate and assist line manager(s) as

required with risk assessment of tasks to ensure safe working practices are followed at all times in line with Service Policy and current legislation

- Assess when a vulnerable person is at risk in line with Service policy and procedures including reporting and liaise with appropriate agencies.
- Ensure the working environment is kept clean and tidy at all times.
- Undertake mandatory training and education as required and responsible for keeping up to date with any new developments and changes to clinical and manual handling and/or bariatric training where relevant.
- Treat everyone with dignity and respect in line with Service values and promote Equality & Diversity and a non-discriminatory culture. Identify and take action when other people's behaviour undermines principles of Equality and Diversity.
- Participate in any mandatory Health and Safety recognised courses to ensure consistent management of health and safety within area and take personal responsibility to act within the Service's Health & Safety Policy to safeguard the health and well-being of patients, colleagues and members of the public
- Establish the principles of scene management and safe systems of work, in accordance with training and agreed procedure.
- Identify and manage risks, monitor and evaluate environmental and weather conditions using a range of specialist equipment.
- Be forensically aware at incidents, including scenes of crime, and ensure that patient's property is removed and bagged according to protocols
- Provide safe and effective, person-centred care, where and when needed by the patient, including, but not limited to; hazardous materials; CBRNE, MTFA; safe working at heights; confined space; unstable terrain; water operations and support to security operations (Tactical Medical – Firearms, Public order etc).
- Assess requirement for, implement and manage a casualty collection point and casualty clearing station working with other partners as required
- Establish casualty priorities, treatment and movement of people within an Inner Cordon (hot/warm zone) environment
- Operate confidently at the full scope of practice, making the best clinical decisions with and for the benefit of patients, working confidently alongside other emergency services and multi-agency partners.
- Assess the requirement for and undertake both Initial and Specialist Operational Response (IOR and SOR – Clinical and Mass decontamination) of both ambulatory and non ambulatory patients.
- Ensure that quality control procedures are implemented for IOR and SOR – Clinical and Mass decontamination
- Complete, receive and submit all relevant documentation, such as incident logs, operational orders, (including confidential and protectively marked documents) to comply with Service requirements.
- Attend and successfully complete residential or in-service training, including re-certification, as required.
- Keeping abreast of any new developments and changes to SORT or clinical guidelines.
- Provide specialist training or awareness as appropriate to other SORT colleagues, the wider Service

and external partners in SORT capabilities

- Supplementary duties will include, as required, support to duty SORT Team Leader or designated deputy, emergency / first response on a SORT Response Unit (SRU), assisting the ACC with advice and training, clinical audit, research into SORT related issues
- Undertake any other reasonable duties as allocated by SORT Manager / Team Leader.

6 EQUIPMENT AND MACHINERY

Drive Service vehicles in accordance with the approved methods or techniques of driving

Use of:

- radio equipment/mobile telephone
- moving and handling equipment
- Computer equipment to support clinical and training issues.
- Microsoft Office products e.g. Word and Outlook
- a variety of complex clinical equipment including those appropriate to a Paramedic in an emergency setting
- Bariatric equipment
- Specialist PPE required for SORT specific operations, as noted above.
- Incident command logs
- Specialist SORT vehicles and associated equipment, e.g. thermal imaging cameras, unmanned aerial vehicles and specialist environmental monitoring, access, extrication and rescue equipment.
- Use of simulation equipment

7. SYSTEMS

- Completion of:
 - Complex patient records in paper or electronic format, using information generated by post holder.
 - Records, both electronic and paper, relating to other aspects of work, e.g. cardiac arrest, controlled drugs etc.
 - Accident/incident reporting and near miss information
 - Performance appraisal system
 - Patient Group Directions
 - Global Rostering System (GRS)
 - E Learning System
 - PROCLUS system
- Maintain a high standard of record keeping in accordance with the framework for information governance and clinical governance guidance
- Maintain a high standard of communication protocols, e.g. terminology, METHANE situation report, radio discipline.
- Follow incident command procedures including Joint Emergency Services Interoperability Principles (JESIP)
- Use of entry control boards at incidents, training and exercises to support safe systems of work.

8. DECISIONS AND JUDGEMENTS

- The post holder will be required to autonomously make decisions on patient care through assessment and evaluation of patients and interpretation of clinical guidelines and evidence, allowing facilitation of choice between different approaches. Some of this may involve complex patient conditions and/or situations in discussion with other professionals, whilst working within the specific scope of practice for the role of Paramedic.
- Standards will be determined by Service approved clinical practice guidelines.
- Recognition of Life Extinct and cessation of resuscitation - In Full including the application or attempted application of Advanced Life Support measures that can inform clinical decision making to cease resuscitation after 20 minutes of ALS.
- Recognition and declaration of a major incident or major incident standby.
- When working on operational A&E duties, work is allocated by ACC through the despatching system for emergency calls and other duties will be allocated via the line manager.
- Routinely, whilst on calls, paramedics work without line manager presence, although advice and support are available.

- Calculation and administration of medicines
- Assist in the ongoing evaluation, through research and development of new equipment to enhance SORT capabilities and effectiveness
- Special operations standards will be determined in agreement with Scottish Government.
- Special Operations work is allocated by ACC through the despatching system for PDA emergency calls. SORT Paramedic may be required to determine appropriate level of response and allocate resources accordingly. Other duties will be allocated via the line manager.
- SORT Paramedics may also liaise with on call tactical managers and SORT Managers and other emergency services to support decision making in relation to the incident.
- Decision making whilst undertaking management (Tactical / Operational) roles at major and significant incidents, including application of joint decision model.
- Make the best clinical decisions with and for the benefit of patients, working confidently alongside other emergency services and multi-agency partners.

9. COMMUNICATIONS AND RELATIONSHIPS

- Required to deal with patients and family members in extremely sensitive and contentious situations professionally, assertively and tactfully i.e. sudden death
- Required to respect religious beliefs and cultural differences
- Required to communicate effectively and professionally with other health and social care professionals as well as those from other agencies; Police & Fire for example
- Providing and receiving sensitive and contentious information, including protectively marked information.
- Providing evidence in court as required
- Communicate effectively with staff across the Ambulance Service to ensure the best patient experience possible
- Receive and act upon internal and external information, communications and briefings, which may be of a highly sensitive nature.
- Communicate with other SORT colleagues across the Service to ensure effective national operational response.
- Attend station meetings on a regular basis to discuss items of common interest and take part in the ongoing communications within the organisation.
- Participate in and when relevant conduct, hot and cold debriefs. Identify and act upon incidents which may impact on staff wellbeing.
- If required, represent the Service in the public arena and promote its image as a professional and competent service.

10. PHYSICAL, MENTAL AND EMOTIONAL DEMANDS OF THE JOB

- Must have a high level of hand eye co-ordination skills in order to carry out advanced clinical interventions e.g. intubation and intravenous access, at times whilst wearing specialist PPE equipment.
- Required to, using appropriate aids, move and handle patients
- Concentration skills in response to emergency calls and situations including distressing and often traumatic situations e.g. road traffic accidents and similar emergency situations
- Exposure to, and contact with, body fluids.
- Dealing with death, this is especially distressing in cases of infant mortality, mass casualty etc
- Dealing with relatives and members of the public in difficult circumstances, e.g. sudden death
- Contact with patients displaying aggression, requiring use of management of aggression skills
- Care of patients with varying health conditions
- Responding and attending to emergency calls in all kinds of weather
- Providing constructive feedback to students when mentoring which may on occasion include imparting bad news in relation to progress
- Patients in stressful and potentially dangerous situations
- Emergency response driving
- Regular requirement to perform physically demanding activities for extended periods of time, at times whilst wearing specialist PPE equipment.
- Set up and operate machinery and equipment, including movement from vehicle to scene, in live, training or simulation setting. May face difficulties such as steps, stairs, and uneven ground, adverse weather, darkness, confined spaces or other hazardous environments.
- Ability to work safely and effectively for the required period in specialist PPE as required for SORT response.
- Conduct, direct or support the application of primary and secondary triage at a range of incidents, including mass casualty incidents

11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Making decisions, sometimes complex, in relation to patient assessment from a wide range of treatment/care options, in a variety of differing circumstances, working in an uncertain environment i.e. time critical incidents when emotions are high
- Managing expectations of patients and others involved in patients' decisions, particularly in relation to non conveyancing.
- Exposure to emotional impact of exposure to traumatic and distressing incidents and make decisions in these circumstances.
- Deconflicting priorities with other multi-agency response partners.
- Undertaking a specialised role in a multi-level, often multi agency, team with responsibility for response

to major and other significant incidents.eg terrorist related or hazardous materials.

- Maintaining confidentiality when dealing with official, restricted and confidential plans and operations.
- Maintaining competency across a number of specialist disciplines, with varying skill sets, in addition to core Paramedic competencies.
- Regular requirement to perform physically demanding activities for extended periods of time, at times whilst wearing specialist PPE equipment.
- Ensuring high quality care, access, extrication and prioritisation in significant, complex and major incidents Deliver operational continuity of care for prolonged periods of time during protracted incidents

12. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

- Qualified to SCQF Level 8 Diploma of Higher Education in Paramedic Practice or equivalent qualification/experience.
- Health and Care Professions Council Registered Paramedic
- Post holder must successfully complete relevant induction and ongoing training and education for the post.
- Excellent verbal and written communication skills.
- Self-disciplined and able to work on own initiative and as part of a multi disciplinary team
- Excellent reasoning and decision-making skills.
- C1 drivers' licence and completed an SCQF Level 6 Emergency Driving Award or equivalent.
- Basic IT skills
- Knowledge of hazardous substances and their impact (Toxicodynamics and Toxicokinetics) on patients
- Knowledge of medical countermeasure treatment regimes
- Detailed knowledge and a thorough understanding of the purpose and use of all specialised equipment and machinery carried on SORT vehicles
- Working knowledge of equipment carried on A&E and PTS ambulances.
- Maintain required level of physical competence to facilitate safe team operations in hazardous environments
- Must have excellent and detailed knowledge of relevant SOP's
- Must attain the required training performance standard in the following subject areas:
 - Operational Command including interoperability - JESIP
 - Incident Log Management
 - Risk Analysis and Assessment
 - Mass Casualty Triage and Treatment
 - Railway Safe Systems of Working
 - Specialist Vehicle Driver and Operator Training
 - Incident Response - Inner Cordon

- Powered Respiratory Protection Suit/Versaflow
- Self Contained Breathing Apparatus (SCBA). Including safe working in Gas Tight Suits
- Quick Don CBRN Responder
- HAZMAT/CBRN Decontamination Provider
- Support to Security Operations training including Tactical Firearms Medical Operations/Marauding Terrorist Firearms Attack/Marauding Terrorist Attack/Protected Persons/Public Order
- Water Operations – basic awareness safe systems of working
- Based on operational requirements there may be a requirement to undertake the following training:
 - Water Operations - Swift Water Rescue Technician, including Boat, Mud and Ice operations
 - Urban Search and Rescue
 - Safe Working at Heights (and depth)
 - Unstable Ground Safe Systems of Working
 - Confined Space Working

13. JOB DESCRIPTION AGREEMENT

Job Holder's Signature: _____ Date _____

Head of Department Signature: _____ Date _____