Scottish Ambulance Service

Job Description

1. JOB IDENTIFICATION

Job Title: Ambulance Care Assistant

Department(s): Operational/Vehicle Crew

Job Holder Reference: MLPR 003

No of Job Holders: Multi post

2. JOB PURPOSE

Following the completion of the prescribed training course the job holder will ensure the delivery of high quality care and safe transportation of non-emergency hospital patients.

1. DIMENSIONS

Although there are non emergency service requirements throughout Scotland, generally the post holder will be required to perform his/her duties within a fixed geographical area and will be assigned to one particular ambulance station (with the exception of a small number of relief post holders).

The post holder will deal with the transportation of non emergency hospital patients from their homes to hospitals and clinics, where appointments have been made for them.

The post holder will interact with PTS Area Ambulance Assistants in relation to allotted "runs" and other hospital and clinical staff (e.g. nurses) when dropping off and picking up patients.

4. **ORGANISATIONAL POSITION**

Organisation chart attached.

a) Post holder is responsible to PTS Team Leader (supervisor level), PTS Area Ambulance Assistants and PTS Area Service Manager (manager level).
b) Other jobs reporting to Area Service Manager are hospital based staff, PTS Team Leaders, ACA's and Ambulance Car Drivers.
c) The post holder has no-one reporting directly to them.

5. MAIN TASKS, DUTIES AND RESPONSIBILITIES

- Carry out daily inspection of vehicle and report any damage or defects immediately
- Ensure that all patient care equipment is safe and in good working order
- Assess the most appropriate method of conveying patients using the relevant equipment and lifting techniques when necessary
- Administer First Aid when required, up to level of training received.
- Drive Service vehicles in accordance with the approved methods and techniques of driving
- Deliver at all times a high quality of patient care ensuring that consideration is given to the feelings and needs of the patient
- Ensures that all patients are delivered into the care of the appropriate staff at the receiving hospital/centre and safely into their homes on the return journey. Ensuring that patients are secured in vehicle using seat belts/straps provided
- Ensure that all patients are delivered/collected according to the time scales in force
- Transmit and receive information via radio/telephone in accordance with Service procedures
- Provide accurate and factual oral reports about the patient's condition to medical or nursing staff
- Complete and submit all documentation to comply with Service requirements
- Undertake residential or in-service training when required
- Assists line manager(s) as required with risk assessment of tasks carried out and ensures that safe working practices are followed at all times in line with Service Policy and current legislation.
- Ensures that any accidents, near misses or hazards are reported immediately to line manager using the Health & Safety Accident & Incident Reporting Form, the Vehicle Accident Report Form and/or REPD Incident Report Form as appropriate.
- Ensure that the vehicle and equipment are kept clean and the vehicle has sufficient fuel at all times
- Carries out any other reasonable duties when requested by senior staff
- Induction Standards and Code of Conduct
  Your performance must comply with the "Mandatory Induction Standards for Healthcare Support Workers in Scotland" 2009; and with the Code of Conduct for Healthcare Support Workers, both as amended from time to time, which are attached (further copies can be obtained on-line at: www.workinginhealth.com/standards/healthcaresupportworkers or from your Human Resources Department). Failure to adhere to the Standards or to comply with the Code may result in poor performance measures or disciplinary action and could lead to dismissal; or if you are self-employed, such failure will be deemed to be breach of an essential term of your contract, allowing us to terminate with or without notice.

6 EQUIPMENT AND MACHINERY

Ambulance vehicle – PTV which may have ramp and lowering suspension

Radio – Service vehicle radio and/or mobile phone

Lifting/handling – carry chair, wheelchair, trolley cot and hospital transfer equipment

Clinical – administer low flow oxygen therapy en route (if trained and required to do so). Occasional need for First Aid Kit.

7. SYSTEMS

Post holder completes manual records of patient journeys, and are required to complete accident/incident report forms for any incidents, hazards etc.

Required to provide accurate oral information to nurses or medical staff on patient condition

Completion of Patient Report Form if oxygen or First Aid Kit has been used.

8 DECISIONS AND JUDGEMENTS

Post holder is required to work mostly unsupervised due to nature of duties, i.e. being on road for large amounts of time and away from base station.

Post holder is required to use a degree of discretion in assessing the most appropriate method of conveying patients, however the post operates within strict Standard Operating Procedures, which will inform any decision made. Any event occurring that is not covered by SOP's will require the post holder to contact their manager or area service office for assistance and advice.

Judgement required in relation to administering any emergency first aid treatment, again this is governed by SOP's.

Post holder plans most appropriate route to uplift/deliver allocated patients.

A typical decision made by the post holder would be to decide, when a patient is delayed at treatment centre, if impact of delay on other allocated patients is acceptable. They will decide whether to wait for delayed patient or have them re-allocated.

9 COMMUNICATIONS AND RELATIONSHIPS

Post holder communicates on a daily basis with PTS Area Ambulance Assistants (regarding patient routes, planning, appointment times etc) and clinical/nursing staff (regarding patient condition).

Post holder has direct patient contact in non emergency setting, i.e. ensuring patients are conveyed to appointments in comfortable and appropriate manner. Communication with some types of patient may be difficult or challenging, e.g. patients who have suffered from a stroke or patients who may suffer from dementia.

10. PHYSICAL, MENTAL AND EMOTIONAL DEMANDS OF THE JOB

Physical skills – requirement to drive Service vehicles in safe and appropriate manner, manual handling/dexterity skills such as safe use of carry chairs, wheelchairs and clinical equipment. Full current driving licence with D1.

Physical Effort – required to drive Service vehicles for periods of time, with interruptions arising when required to stop at patients homes or clinic/hospital. Effort required to manipulate patients into and out of homes, vehicle and clinic/hospital, using any lifting/handling equipment required, e.g. carry chair or wheelchair. May face difficulties at patients' homes such as steps, stairs or confined spaces.

Mental demands – high level of concentration required at all times during driving duties to ensure safe and comfortable journey. Workload is fairly predictable and is planned out in advance on a day to day basis.

Emotional demands – occasionally dealing with any difficult patients or relatives. For example a patient who has had to wait for some considerable time for transport to or from an appointment. Patient may become, or already be, unwell during journey.

11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Conveying patients to appointments on time, in a safe and comfortable manner.

Carrying out manual handling duties in a safe manner.

Planning route to minimise journey times and ensure punctuality

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

Essential:

- Meet Service fitness levels and OHS assessment. Satisfactory sickness record.
- No formal qualification required but must pass Service tests
- Full current UK driving licence with D1 Max 3 points, must pass Service test
- Demonstrate the ability to perform manual tasks
- Ability to retain knowledge, solve problems and make decisions
- Demonstrate the ability to communicate effectively with people and to work well under pressure.
- Satisfactory Disclosure Scotland check
- Reside within a reasonable travelling distance of place of work
- 2 standard grades or equivalent, English and Maths.

Desirable:

- Interests and hobbies demonstrate achievement and maintenance of above average level of fitness
- Experience of driving a variety of vehicles of varying sizes and of carrying passengers
- Previous experience in an environment requiring manual dexterity and/or manual handling
- Previous experience working with patients, clients or members of the public
- Previous experience in a caring/medical environment

Training:

- Two week training course, one week of which is ambulance aid, the other week being driving skills.
- Must have excellent and detailed knowledge of relevant Service SOP's.

13. JOB DESCRIPTION AGREEMENT

Job Holder's Signature:

Date:

Head of Department Signature:

Date:

PERSON SPECIFICATION

JOB TITLE: Ambulance Care Assistant

Listed below are the key requirements needed to perform this job, candidates will be assessed against these criteria

	Essential	Desirable
Qualifications	Clean current driving licence with D1 (< 3 penalty points) 2 standard grades (English, Maths) or equivalent	First aid qualification or other occupational qualifications
Experience	Following protocol and procedure	Previous experience in a caring role
Knowledge	None required	Local area knowledge
Skills	Ability to deal with variety of individuals Evidence of communication skills	Previous experience in dealing with the public
Personal Attributes	Team working Flexible attitude	Dealing with pressure Handling difficult situations