SCOTTISH AMBULANCE SERVICE

JOB DESCRIPTION

1. JOB IDENTIFICATION	
JOB TITLE	**MOBILE TESTING UNIT OPERATIVE**
JOB DESCRIPTION REFERENCE	
BAND	BAND 2, £18,600 STARTING PLUS UNSOCIAL PAYMENTS
DEPARTMENT	**NATIONAL OPERATIONS**
NO OF JOB HOLDERS	**468**
DATE JOB DESCRPTION AGREED	07/07/2020

Notes
Terminology in job descriptions may change over time. This does not invalidate the job description and is only required to be updated when the entire job description is under review
Please refer to job description guidelines before completing a new job description

2. JOB PURPOSE

To work at Mobile Testing Units across the entirety of Scotland including remote, rural and island communities, in order to meet the immediate needs of the Scottish Government Test and Protect programme. To distribute COVID 19 self-test kits; to provide complex information and instruction on the procedures to be undertaken during self-testing. To use tact and persuasive communication skills where barriers to understanding exist. To explain how test should be conducted and ensure COVID 19 self-test kits are returned unspoilt. There may be requirement to provide additional support around the testing process for patients. This may include assisted testing in an environment which is frequently challenging due to exposure to the elements, the nature of the patient's condition and frequent interaction with distressed members of the public. Many patients may be distressed and upset or angry, some may become unwell and staff will be required to safely manage them or identify the need for additional professional assistance.

3. DIMENSIONS

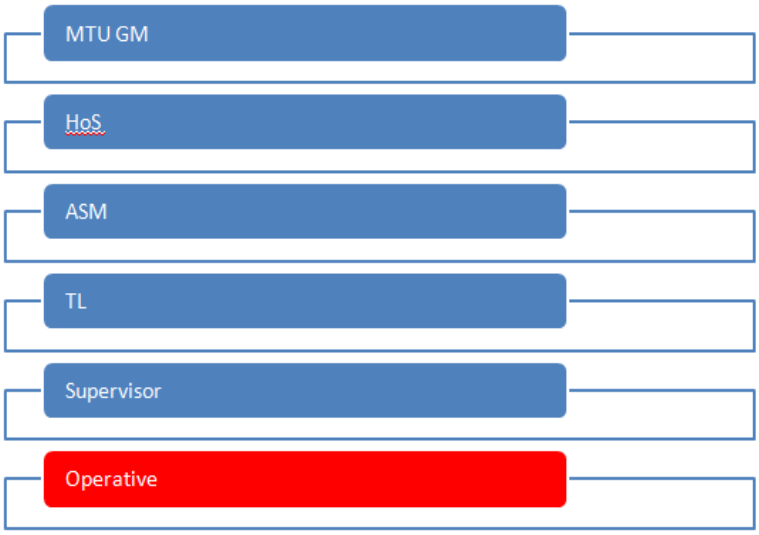
There are currently 18 MTU's, this number may rise. Each MTU has one supervisor and 13 staff. Each MTU covers geographical areas capturing all local residents including island and remote/rural locations. The operative will ensure that vehicles and equipment are ready, set up and taken down every day, and that staff are able to safely drive and/or travel to agreed locations that may change daily. Operatives will be required to unload/load vehicles, move and place equipment at sites that change daily or frequently in order to ensure that vehicles can safely enter the site, move between the relevant stages and then leave. Staff are also required to monitor equipment that stores test kits and samples to prevent voided tests. Sites are based on requests from the MTU National Operations Centre. The post holders will interact with the MTU Supervisor, other MTU operatives, MTU Logistics staff and members of the public. There is a requirement to be flexible as locations may change daily; in some circumstances staff may be required to travel and stay overnight at locations. Staff may be required to give first aid assistance to patients who become unwell as a consequence of carrying out what is an unpleasant test. Most will be anxious and will have flu like symptoms and will need management and reassurance.

- Key roles to be undertaken within post
    - Self-testing supervision
    - Quality assurance of testing
    - Traffic Management
    - First Aid and initial response to health emergencies
    - Collection Point assistant
    - Drop Off assistant
    - Security officer
    - Clinical waste management
    - Testing support
    - Administrative support e.g. Digital Mobile Application
    - Driving
    - Welfare supervision
    - Monitoring of sample and testing kit storage
    - Monitoring of PPE and logistics supplies
    - Monitoring of PPE doffing & donning and other Infection control procedures and policies
    - Maintaining health and safety standards and especially moving and handling of MTU associated equipment. Signs, Tents, Furniture

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

A) Post Holder is responsible to MTU Supervisor

B) The Post holder has no-one reporting directly to them



5. MAIN TASKS, DUTIES AND RESPONSIBILITIES

At the entrance point

- Ensure the security of the site and prevent unnecessary access
- Direct vehicles and drivers safely
- Meet and brief members of the public, some who may be distressed and some who may be feeling very unwell
- Occasionally members of the public will be highly emotive due to concern that they may have the coronavirus, and may be hostile, highly emotive or antagonistic
- Describe to patients the self-test requirements, ensuring that the process is understood (some patients may not have English as their first language; others may have hearing loss or absence).
- Because of barriers to understanding by members of the public, and the complexity of the information being given (the self-test kits have an 8 page guide; there are 5 different test kit manufacturers), there may be a need for agreement or cooperation (some people will choose to ignore written guidance and will then need to be retested due to a voided test). Significant empathy, persuasiveness and reassurance is required to the presenting type of patient.
- Signage and instruction for patients with poor or no English is required.
- Direct patients and drivers to a safe location

At the drop off point:

- When patients complete test, stands at the exit to collect the completed and check that kit has been closed properly
- Some tests will not have been completed correctly and negotiation, empathy and further instruction is needed to ensure that the patient understands the need to be immediately retested. This may create a highly emotional or volatile/hostile response and agreement and cooperation is required
- Return complete tests to the cooled storage on the van

Testing Admin Support:

- When subjects turn on hazard lights to indicate that they need assistance, will go to vehicle to provide aid. Some patients will have nosebleeds or may vomit due to the unpleasant nature and as a reaction to the test as it requires insertion of a swab in to the back of the throat and in to the nose
- Provide assistance to subjects who become sick or otherwise need help
- Rotates into other roles as needed, provides general support
- Carry out daily inspection of vehicle and report any damage or defects immediately
- A driving licence is required as driving of vans and people carrier type vehicles is required, in accordance with the standard of the highway code and road traffic law methods and techniques of driving
- Deliver at all times a high quality of service, taking a patient centred approach to ensure that consideration is given to the feelings and needs of the patient and anyone with them
- Ensure that all patients have a clear explanation of what is required from the self test to reduce the chance of the test being voided.
- Explain to patients who may have language or hearing barriers how to carry out the self test, including by telephone (instructions are delivered through closed windows by hand signs, telephone and infographic cards).
- Transmit and receive information via telephone, in accordance with Service procedures
- Ensure that the completed tests are collected and stored safely within the refrigerated units
- Utilise moving and handling equipment including canopies, traffic cones, fridges and signage
- Direct vehicles entering, parking and leaving the sites safely

Don appropriate PPE for speaking to public Covid symptomatic proximity, managing tests and completed samples

- If assisted testing is required, don additional PPE
- Ensure and comply with high levels of cleanliness and infection control, especially when handing over, collecting and storing samples, and for any patients who are sick including PPE and clinical waste storage and disposal
- Complete and submit all documentation to comply with Service requirements
- Undertake in-service training when required including mandatory training.
- 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.
- Carry out competent individual risk assessments including dynamic assessment as required.
- Ensures that any accidents, near misses or hazards are reported immediately or as soon as practically possible to line manager using the Health & Safety Accident Report Form

1. Vehicle Daily Inspection
2. MTU Equipment Check (valid test kits, Comms, IT)
3. Driving a variety of vehicles
4. Site security and privacy checks
5. Establish Welfare Facilities
6. Site set-up including signs, cones, tents, testing
7. Carry out Testing rehearsals
8. Hot Team Huddle
9. Establish communications
10. Liaison with local site staff
11. Register Test personnel
12. Use PPE Appropriately
13. Safely manage Bio hazard samples
14. Safely Store and monitor Bio Hazard samples
15. Maintain inventory stock levels
16. Adhere to manual handling regulations
17. Safely manage contaminated waste
18. Communicate with patients (all ages)
19. Provide guidance on testing procedures
20. Manage traffic flow
21. Use of IT and Comms equipment
22. Safely manage body fluids (blood, vomit, spit)

The longer term requirements of the Test and Protect programme are, by nature of the pandemic, unclear and operatives may be required to work flexibly by moving to other tasks that may not be specific to the MTU role, but will be commensurate with the training and level of ability required of the post.

6 EQUIPMENT AND MACHINERY

- Ambulance Vehicles – transit van type MTUs and people carrier type cars
- Communications –Mobile phone with specialised QR scanning of patient information using phone software
- Moving/handling –including canopies, cones, fridges, traffic signs
- Clinical – Deliver Basic Life Support and immediate First Aid if required
- Computer – Basic email and word
- MTU Specific Equipment – Site set up equipment (gazebo, tables, chairs, cones, signs, fridges),
- COVID 19 Self-test kits

7. SYSTEMS

- Post holder completes electronic or manual record of patient contact using QR code on mobile phone
- Required to provide accurate written/oral information to other health care professionals if required in the event of a health emergency
- Learn Pro, TURAS, GRS, SAS intranet, NHS Mail, Log sheets and VDI sheets, DATIX,

e-expenses

8. DECISIONS AND JUDGEMENTS

Staff will require training in a range of working practices through formal training, although some may have relevant experience in areas such as management of conflict. It is anticipated that on the job learning will also take place to assist with decisions and judgements. In the initial phases, operatives will work alongside the Military due to their experience of managing MTUs.

Operatives will need to exercise judgment based on a number of factors, that change daily and during their working shift. Examples include

- Daily environment changes due to weather, ranging from hot sun to snow, wind and rain.
- Locations change daily due to need to respond to community transmission spikes
- The layout at each site is different due to access, shape, size and requires planning and coordinated establishment of the MTU process
- Team members will change on a daily basis due to the staffing model
- Working Hours vary by day, week and length e.g. staff may need to travel to islands and/or stay overnight
- Travel time to and from MTU locations will vary depending on distance from base location and required location for set up of MTUs
- Patients will vary greatly, ranging from over 5 children to the elderly.
- Testing Kits are supplied by five different suppliers. Each one requires a different explanation and a different assessment that the test has been completed correctly, and that they are stored safely prior to collation for lab testing.
- Communication needs vary greatly. Many patients will be distressed or upset, some may be angry and many may find communication difficult due to language or hearing barriers
- Dynamic risk assessments will be required for site set up, actions in the event of on site emergencies or changes to daily tasks, such as the need to close a site due to safety concerns.
- Patients frequently become unwell, ranging from nosebleeds and vomiting to syncope due to the requirements of the test as it needs insertion in to the back of the throat and in to the nose. Some can be managed with support or they may require immediate first aid and escalation to the supervisor or a 999 call, dependent on severity
- Make judgements on suitability for testing of those who attend in a number of scenarios where testing cannot go ahead e.g. under fives or walk in (these are not allowed), those on motorbikes, where they have not booked to be tested through the NHS Inform portal. Some may be able to be tested but the decision will rest with the operative.

Due to the variability of the MTU locations and set up and the highly variable nature of the presenting patients and their individual needs, MTU operatives will be required to analyse and interpret each scenario and decide on the most appropriate response or course of action based on a range of options.

9. COMMUNICATIONS AND RELATIONSHIPS

The role of the MTU Operative requires tactful and persuasive communication skills capable of delivering multi-faceted instructions in difficult circumstances. There are likely to be significant barriers to communications such as; language, physical barriers (windows), capacity to understand (age or adults with incapacity), physiological or environmental (weather and/or noise)

It will be necessary to communicate with the public (patients) in a way that will not offend or antagonise. Many of the patients may be extremely nervous, very unwell and worried and are likely to be upset. In order to carry out the role operatives must be able to;

- Be able to anticipate the feelings of patients
- Be perceptive to the patients concerns and mood.
- Be persuasive in their encouragement relating to testing
- Demonstrate good listening skills
- Be able to encourage those who need encouragement to carry out a difficult and uncomfortable procedure
- Utilise oral communication to effectively instruct patients
- Utilise non-verbal communication tools (writing, electronic, signs, gestures or other non-verbal methods)
- Demonstrate tact in the delivery of the role
- Be able to communicate complex instructions of multiple components
- Demonstrate empathy and be able to sympathise with a patient's situation
- Understand alternative points of view without being judgemental

The ability to gain the cooperation of others is vital to the success of the MTU Operator role. Fundamentally the necessity to motivate, negotiate, persuade, empathise and effectively communicate and develop a short life trust based patient operator relationship is key.

10. PHYSICAL, MENTAL AND EMOTIONAL DEMANDS OF THE JOB

MTU Operators are frequently required to exert moderate physical effort, stand for long periods in extremes of weather for several periods during a 10 hour shift. During the course of a shift staff are required to carry out the following

- Preparation of equipment including the manoeuvring of logistic stores in excess of 6kg
- Set up of mobile testing site including the lifting of objects in excess of 6kg
- Operations including the regular lifting and carrying of sample bins and cooled containers
- Protracted long periods of standing in PPE
- Decommissioning of site including the lifting of objects in excess of 6kg
- Logistical restocking
- Long periods of driving
- Occasional exposure to highly unpleasant working conditions such as bodily fluids (vomit, blood)
- Frequent exposure to unpleasant working conditions such as verbal aggression

There is also a frequent requirement for prolonged concentration. It is an absolute necessity that the operative maintains a high level of alertness throughout the course of the duty. This is likely to include a number of periods of between 1-3 hours per shift based on the current operating model. During the course of the operator's task they will be required to pay meticulous attention to numerous parts of the testing process, all of which require very accurate and error free interpretation of information to ensure that tests are not declared void through procedural error. There is a requirement to ensure that detailed checking of documents is carried out. Operators are also required to participate in driving duties, many of which will be in excess of 2-3 hours based on the deployment model encompassing all of Scotland.

11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

The role is crucial and presents numerous areas which individual operators will find challenging.

- Operators will be required to deal with the public who are likely to be worried and concerned. Many may also be distressed and frustrated. Frequent exposure to distressed, unwell and anxious members of the public
- The role requires prolonged working days including weekend working
- Operators will be required to maintain high levels of concentration for long periods.
- The role requires the operator to be exposed to the elements in order to provide a guaranteed testing facility open to the public during the agreed operating hours.
- It will be a requirement for occasional protracted deployments and overnight stays in order to facilitate testing in remote and rural areas.
- The necessity to travel long distances pre and post operational testing
- Maintaining a constant training level in a frequently changing programme
- Working as part of a newly formed team
- Variable working environment
- Frequent exposure to unpleasant working conditions
- Considerable exposure to hazards

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

Essential

- Working with the public
- Self disciplined and able to follow protocols
- Good reasoning and decision making skills
- Ability to handle sensitive situations
- Basic IT skills
- Interpersonal communication and social skills
- Understanding of equality & diversity issues
- Able to work as part of a team
- Able to demonstrate NHS Values
- Emotional resilience in stressful circumstances
- Willingness to learn new skills
- Flexibility in relation to job demands
- Self discipline and able to work on own initiative
- Willingness to travel and occasional overnight stays
- Compliance with fitness standards for role
- Smart appearance in line with uniform policy and infection control policy

Desirable:

- First Aid qualification
- Driving Licence
- Working in a care environment
- Experience of community work
- Exposure to a variety of people

- Customer care experience
- Health and Safety awareness
- Able to resolve conflict
- Able to make decisions
- Make sound decisions

13. JOB DESCRIPTION AGREEMENT

Job Holder's Signature: Date

Head of Department Signature: Date