



**Scottish  
Ambulance  
Service**  
*Taking Care to the Patient*

## **SCOTTISH AMBULANCE SERVICE**

### **JOB DESCRIPTION**

<b>1. JOB IDENTIFICATION</b>	
<b>JOB TITLE</b>	<b>TECHNICIAN</b>
<b>JOB DESCRIPTION REFERENCE</b>	MLPR 006
<b>DEPARTMENT</b>	OPERATIONS
<b>NO OF JOB HOLDERS</b>	MULTIPLE
<b>DATE JOB DESCRIPTION AGREED</b>	JULY 2017

## 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.

## 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. Where necessary seek support from other clinicians as indicated.

Following Service approved clinical practice guidelines as appropriate for a Technician 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.

Support SAS service policy working with Primary Care partners to utilise appropriate out of hospital care and treatment options

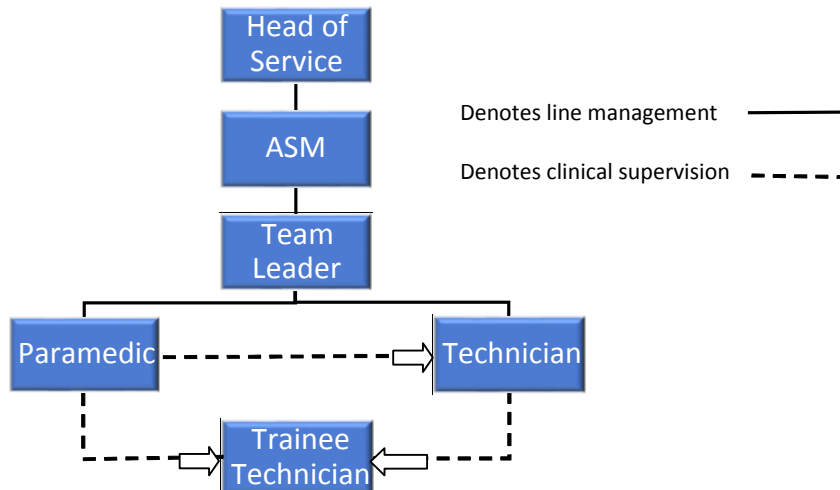
Responsible for providing life-preserving treatments.

Delivery of front-line, pre-hospital emergency care

Responsible for the vehicle and equipment

Provide clinical supervision and mentoring to trainees and others e.g. ACA's, first responders

#### 4. ORGANISATIONAL POSITION



#### 5. MAIN TASKS, DUTIES AND RESPONSIBILITIES

- Assess and manage patients using appropriate urgent and emergency care techniques and referring patient to most appropriate pathway of care.
- Assess the most appropriate method of conveying patients using the relevant equipment and moving and handling techniques as necessary.
- Ensure patients are treated in the most appropriate environment, which may include home or homely setting
- Anticipate paramedic clinical practice by providing supporting interventions to improve patient outcomes
- Ensure that clinical working environment is ready to receive patients at all times.
- 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.
- Communicate relevant patient history, condition and treatment to receiving hospital staff and other relevant professionals.
- Maintain a high quality of patient centred care.
- Maintain patient confidentiality at all times
- Record observations and findings appropriately including adverse incidents and adult and child protection issues.
- Carry out daily inspection of vehicle and report any damage or defects immediately
- Check and maintain 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.
- Fulfil appropriate roles at a major or significant incident, including Incident Commander.
- Provide effective mentoring to trainee Technician staff and promote and ensure high quality out of hospital care is delivered by competent colleagues.
- Supporting the delivery of a flexible ambulance service by utilising professional to professional working relationships.
- At all times maintains standards of conduct expected by the organisation and the Health Care Support Workers Standards.
- Comply with Infection Prevention and Control policy and procedures at all times and complete mandatory update education as required 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.
- 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.
- Complete and submit all relevant documentation to comply with Service requirements
- Ensure that 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 practice.
- 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.
- Carry out dynamic risk assessments 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.
- 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.

## 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 care
  - Microsoft Office products e.g. Word and Outlook
  - a variety of complex clinical equipment including those appropriate to skill set in an emergency setting
  - Bariatric equipment

## 7. SYSTEMS

- Completion of:
  - 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
  - Global Rostering System (GRS)
  - Learnpro
- Maintain a high standard of record keeping in accordance with the framework for information governance and clinical governance guidance

## 8. DECISIONS AND JUDGEMENTS

- The post holder will be required to make decisions regarding patient care using clinical assessment and evaluation of evidence in line with Service approved guidelines appropriate to scope of practice. Some of these may involve patient conditions and/or situations in discussion with other professionals, whilst working within the specific scope of practice for the role of Technician.
- Standards will be determined by Service approved clinical practice guidelines.
- Will act autonomously within own scope of practice and recognise when to seek additional support
- Recognition of Life Extinct and cessation of resuscitation - In Part – see Scope of Practice/Clinical guidelines

- Recognise and initiate the procedure for 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.
- Whilst on calls, technicians will work without line manager presence but may work under the clinical supervision of a Paramedic. Where this is not available this can be requested or advice/guidance accessed remotely as required.
- Calculation and administration of medicines.

## **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
- Communicate effectively with staff across the Ambulance Service to ensure the best patient experience possible
- Providing and receiving sensitive and contentious information
- Providing evidence in court as required

## **10. PHYSICAL, MENTAL AND EMOTIONAL DEMANDS OF THE JOB**

- Must have good hand eye co-ordination skills in order to carry out clinical procedures (e.g. IM injections, ECG interpretation and drug administration).
- 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, 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 disabilities
- Patients in stressful and potentially dangerous situations
- Responding and attending to emergency and urgent 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

- Emergency response driving
- Patients in stressful and potentially dangerous situations

### **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 and uncertain/changing environment e.g time critical incidents when emotions are high.
- Managing expectations of patients and others involved in patients decisions, particularly in relation to non conveyancing and delays
- Exposure to emotional impact of exposure to traumatic and distressing incidents and making clear decisions in these circumstances

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

- Qualified to SCQF level 7 Vocational Diploma for Ambulance Technicians or equivalent
- 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 category drivers licence and completed SCQF level 6 Emergency Driving Award or equivalent.
- Post holder must successfully complete relevant ongoing training and education for the post
- Basic IT skills

### **13. JOB DESCRIPTION AGREEMENT**

Job Holder's Signature:

Date

Head of Department Signature:

Date