

## **Ambulance Technician**

### **Core Competencies Guidance Sheet**

The Scottish Ambulance Service has the same competency framework that is used across the NHS to define and describe the knowledge and skills which all NHS staff need to apply in their work to deliver quality services.

The framework is made up of six core dimensions which provide single, consistent and comprehensive set of standards for the recruitment, management and development of staff. Detailed below are three of the six core competencies required for the post of Ambulance Technician.

To be successful through the shortlisting process, you must be able to provide evidence of your skills, achievements and experience against each competency.

The core competencies covered at shortlisting are for this recruitment campaign;

Core competency 1 Communication  
Core competency 5 Quality  
Core competency 6 Equality and Diversity

#### **Core Competency 1 – Communication**

This job relies very heavily on your ability to communicate with others often in difficult circumstances. Excellent communication skills are essential as you will communicate with a range of internal and external contacts. In addition, clear and precise radio communications are vital.

Team work is clearly very important and an ability to work within a team is vital so that you are tuned into what your colleagues are doing and be ready to help/assist if required. Equally you must be prepared to ask for assistance if necessary.

#### **Indicator Statements**

- communicate with a range of people on a range of matters in a form that is appropriate to them and the situation
- improves the effectiveness of communication using communication skills
- constructively manages barriers to effective communication
- keeps accurate and complete records consistent with legislation, policies and procedures
- communicates in a manner that is consistent with relevant legislation policies and procedures

#### **Core Competency 5 – Quality**

Part of your role will be checking equipment and vehicles at the beginning of a shift, replacing equipment and fault reporting. In addition, attention to detail, when completing recording and passing on patient information is critical.

### **Indicator Statements**

- complies with legislation, policies, procedures and other quality approaches relevant to the work being undertaken
- works within the limits of own competence and responsibility and refers issues beyond these limits to relevant people
- acts responsibly as a team member and seeks help if necessary
- uses and maintains resources efficiently and effectively
- reports problems as they arise, solving them if possible.

### **Core Competency 6 - Equality and Diversity**

It is the responsibility of all staff to act in ways which support Equality & Diversity whether they are users of the service, staff, work colleagues or the public.

This role requires you to be able to identify and act where others behaviour undermines equality and diversity.

### **Indicator Statements**

- acts in ways that are in accordance with legislation, policies, procedures and good practice
- treats everyone with whom s/he meets with dignity and respect
- acknowledges others' different perspectives
- recognises that people are different and makes sure they do not discriminate against other people
- recognises and reports behaviour that undermines equality and diversity