



Ambulance Care Assistant Core Competencies Guidance Sheet

The Scottish Ambulance Service utilises a 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 provides a single, consistent, comprehensive and explicit framework on which to base review and development for all staff.

Detailed below are the six core competencies required for the post of Ambulance Care Assistant to be successful through the selection process, applicants must provide evidence of their skills, achievements and experience against each competency.

We don't expect you to be able to demonstrate lots of experience in all the dimensions, but you do need to be able to show where you have been involved, or seen others involved, in some of these ways of working.

This gives you the opportunity to show us what you can do, where your strengths are and helps us assess your suitability for the role.

6 Core Competencies Covered;

- Communication
- Personal and People Development
- Health, Safety and Security
- Service Improvements
- Quality
- Equality and Diversity

Core Competency 1 – Communication

This dimension relates to effectively communicating the needs and requirements of patients, carers, staff and others to provide excellent care and service. Effective communication is a two way process. It involves identifying what others are communicating and the development of effective relationships as well as one's own communication skills

You need to be able to communicate with a range of people on a range of matters, for example :

- uses a range of communication channels to build relationships
- manages people's expectations
- manages barriers to effective communication
- improves communication through communication skills

Core Competency 2 - Personal and People Development

This dimension is about developing oneself using a variety of means and contributing to the development of others during ongoing work activities. This might be through structured approaches (eg appraisal and development review, mentoring, professional/clinical supervision) and/or informal and ad hoc methods (such as enabling people to solve arising problems and appropriate delegation)

You will need to be able to show that you can contribute to your own personal development. For example:

- identifies whether own skills and knowledge are in place to do own job
- prepares for and takes part in own appraisal
- identifies (with support if necessary) what development gaps exist and how they may be filled
- produces a personal development plan with appraiser
- takes an active part in learning/development activities and keeps a record of them

Core Competency 3 – Health, Safety and Security

This dimension focuses on maintaining and promoting the health, safety and security of everyone in the organisation or anyone who comes into contact with it either directly or through the actions of the organisation. It includes tasks that are undertaken as a routine part of one's work such as moving and handling

You will need to be able to monitor and maintain health, safety and security of self and others, For example:

- looks for potential risks to self and others in work activities and processes
- manages identified risk in the best way possible
- works in a way that complies with legislation and trust policies and procedures on health, safety and risk management
- takes action to manage an emergency, calling for help immediately when appropriate
- reports actual or potential problems that may put health, safety or security at risk and suggests solutions
- supports and challenges others in maintaining health, safety and security at work

Core Competency 4 - Service Improvements

This dimension is about improving services in the interests of the users of those services and the public as a whole. The services might be services for the public (patients, clients and carers) or services that support the smooth running of the organisation (such as finance, estates). The services might be single or multi-agency and uni or multi-professional. Improvements may be small scale, relating to specific aspects of a service or programme, or may be on a larger scale, affecting the whole of an organisation or service..

You will need to make changes in own practice and offer suggestions for improving services. For example:

- discuss with your line manager changes that might need making to own work practice and why
- adapt your work and take on new tasks as agreed and ask for help if needed
- help evaluate the service when asked to do so
- passes on any good ideas to improve services
- alert others if any way of working has a negative impact on the service given to users or the public.

Core Competency 5 – Quality

This dimension relates to maintaining high quality in all areas of work and practice, including the important aspect of effective team working. Quality can be supported using a range of different approaches including codes of conduct and practice, evidence-based practice, guidelines, legislation, protocols, procedures, policies, standards and systems. This dimension supports the governance function in organisations – clinical, corporate, financial, information, staff etc.

You will need to be able to maintain the quality of own work. For example:

- works as required by relevant trust and professional policies and procedures
- works within the limits of own competence and area of responsibility and refers any issues that arise beyond these limits to the relevant people
- works closely with own team and asks for help if necessary
- uses trust resources efficiently and effectively thinking of cost and environmental issues
- report any problems, issues or errors made with work immediately to line manager and helps to solve or rectify the situation.

Core Competency 6 - Equality and Diversity

It is the responsibility of every person that we employ to act in ways that support equality and diversity. Equality and diversity is related to the actions and responsibilities of everyone including patients, clients and carers; work colleagues; people in other organisations; the public and so on.

This role requires you to be able to identify and take action where others behaviour undermines the principles of equality and diversity.

You will need to act in ways that support equality and value diversity. For example:

- acts in accordance with legislation, policies, procedures and good practice
- treats everyone with dignity and respect
- allows others to express their views even when different from one's own
- does not discriminate or offer a poor service because of others' differences or different viewpoints