

JOB DESCRIPTION

PART A: JOB DETAILS

JOB TITLE:	Ambulance Care Assistant – Urgent Tier
AFC BAND:	3
HOURS:	37.5
DIRECTORATE:	Service Delivery
DEPARTMENT:	Emergency Operations
BASE:	Cambridgeshire, Hertfordshire, Suffolk, Essex, Bedford

PART B: JOB SUMMARY

To convey and care for patients who have been appropriately allocated within the protocols of the East of England Ambulance Service NHS Trust. This could include acute, urgent and routine patients.

To work in a team of two, or on your own, undertaking duties in a variety of vehicle types.

PART C: KEY RELATIONSHIPS

Working with all East of England Ambulance Service NHS personnel involved in patient care, Ambulance Operation Centre and support personnel patients, hospitals personnel, General Practitioners and other Stakeholders.

PART D: JOB SPECIFIC RESPONSIBILITIES

1. Maintain an appropriate level of care for patients, relevant to their condition. This includes recognition of Red Flag Conditions when additional skills or support may be needed.
2. Record, process and share information / paperwork regarding patient condition, care undertaken and observations to all appropriate healthcare partners.

3. Adhere to Trust policy in respect of the control of confidential information as outlined within the data protection act and the Caldicott principles.
4. Drive a range of vehicles in a manner appropriate to the patient's condition and in accordance with Trust approved training criteria.
5. Complete all relevant operational documentation, e.g. daily routine vehicle checks, patient listings and other information in accordance with Trust policy and ISO9001:2008 requirements.
6. Maintain the vehicle in a sanitary condition in line with health & safety, clinical waste management, occupational health, ISO9001:2008 and clinical directorate guidelines. Ensure that all health and safety and policy is adhered to within the working environment, whether within the Trust's premises or at treatment centres.
7. Maintain clear and regular communication with the Ambulance Liaison Office and other Healthcare professionals / colleagues, in line with agreed protocols, e.g. ISO and Caldicott. Ensure that the needs of the patient are met, and operational efficiency and effectiveness is maintained.
8. Assist patients in their homes, both prior to and after transportation, ensuring they have their basic needs catered for and their homes are safe. This includes measuring, highlighting and reporting areas of risk in line with Trust risk assessment procedures.
9. Physically manoeuvre and / or lift patients, including the use of Trust supplied carrying aids, in circumstances where patients are unable to manage alone, after undertaking a manual handling risk assessment e.g. up and down stairs and within restricted spaces.
10. Ensure that patients are taken to and collected from the agreed treatment area within the hospital or centre in a timely basis.
11. Provide any clinical assistance to the authorised level of competence in all circumstances that require it.
12. Participate in equipment trials, working parties and highlighting areas of potential personal and organisation service development.
13. Required to take personal responsibility for continued professional development through the personal development review process, the knowledge and skills framework and Trust training sessions.

PART E: GENERAL RESPONSIBILITIES

Flexibility: The post holder may be required to work at any of the Trust's sites in line with service needs.

Infection Prevention and Control: All Trust employees have duties under the "Health and safety at Work etc. Act 1974" which have a bearing on the prevention and control of infection in particular: Staff

are expected to understand their responsibilities as outlined in the infection prevention and control policy and related guidelines, comply with all stated systems and maintain their knowledge of infection prevention and control relative to their role.

Confidentiality, Data Protection, Freedom of Information and Computer Misuse:

The information being handled by employees of EEAST is strictly confidential. Failure to respect the confidential nature of this information will render the employee subject to disciplinary action, including possible dismissal. This could also constitute a criminal offence. It is the duty of all employees to uphold the principles of the Data Protection Act 2018, the NHS Confidentiality Code of Conduct, Caldicott principles and the terms of the employment contract. All staff must safeguard the handling of information held in both computerised and manual filing systems and it is the employees responsibility to ensure all records are accurate and up to date, and that errors are corrected or notified as appropriate.

All staff must be aware of their responsibilities under the Freedom of Information Act 2000, and must comply with and keep up to date with Trust policies and legislation on confidentiality, data protection, freedom of information and computer misuse.

Communication: All staff should be able to communicate effectively with people who use services and other staff, to ensure that the care, treatment and support of people who use services is not compromised.

Health, Safety, Security and risk management: All staff are required to adhere to and act consistently with all relevant health and safety legislation and Trust policies and procedures in order to ensure that their own and the health, safety and security of others is maintained. This will include identifying and reporting all risks to health and safety, security of equipment and property, use of necessary safety devices and protective clothing and the achievement of the Trust's objectives in accordance with the Trust's risk management strategy and policies.

Major Incident: In the event of a major incident or civil unrest or other potential large scale service disruptions (e.g. Pandemic) all East of England Ambulance Service NHS Trust employees will be expected to report for duty on notification. All employees are also expected to play an active part in preparation for a major incident, civil unrest or other potential large-scale service disruptions (e.g. Pandemic) and to undertake training as necessary.

Equality and Diversity: Actively promote the Trust's commitment to equality and diversity by treating all patients, colleagues and visitors with dignity and respect and comply with related policies including Equal Opportunities Policy, Dignity at Work Policy, Recruitment and Selection Policy etc.

Mandatory, job related training and CPD: Take a proactive approach to own personal development in order to ensure that skills set is aligned to the demands of the role as it evolves and develops to meet the organisation's changing needs. This will include full participation in KSF and appraisal.

Safeguarding children and vulnerable adults: All employees have a responsibility for protecting, safeguarding and promoting the welfare of children and vulnerable adults. Further information about the Trust commitment to this and your responsibilities can be sought from the Trust's Child Protection Leads.

No Smoking Policy: East of England Ambulance Service NHS Trust is a no smoking Trust and all staff must comply with the Trust's no smoking policy.

Data Quality: It is the responsibility of all employees to ensure data is of a high quality standard, in order to support the Trust in providing a quality service. Data must be accurate, valid, reliable, timely, relevant and complete. For further information on the Trust's commitment to this, please refer to the Trust's Data Quality Policy.