



Job Description

New job	
Significantly amended job	
Minor amendments from previous	

Job title	Emergency Care Assistant	
Reports to	Operational Locality Manager	
Pay band	3	
Directorate	Delivery	
Banding status (please tick one)	Indicative	A4C confirmed
		X
Hours per week	37.5	

Job summary (overview of role/remit)
Attend case of accident and sudden illness and respond to urgent, special and planned patient transfer requests
To use advanced driving skills under blue light and normal traffic conditions to respond to emergency and routine calls as required.
To assist a qualified practitioner in the delivery of high quality and effective clinical and personal care and the transportation of patients, selecting and applying appropriate equipment and skills in line with the scope of practice, training prospectus and associated training.
To operate Patient Support Vehicles and deliver a low acuity service to patients requiring urgent admission to acute care, or transfer to a higher level of care.
To carry out allocated operational duties commensurate with the role and responsibilities, supporting the provision of clinical, social and holistic care to patients in a pre-hospital environment, safely and within appropriate level of training and competency

Main duties and responsibilities (bullet points providing detail of responsibilities)
1.1 To ensure a continuous duty of care to patients, within the level of training and competency of this role, ensuring an appropriate level of monitoring and treatment is maintained and continued until the patient is either discharged or



transferred to the care of another healthcare professional.

- 1.2 To ensure that a clear handover report is provided when the patient is handed into the care of another health professional, this should record all pertinent patient information, in accordance with Trust procedure and that the transfer of patients into the care of others is conducted according to procedure.
- 1.3 Drive all types of approved ambulance service vehicles under normal and emergency (blue light) circumstances, in accordance with the laid down standards of the service and within road traffic law, taking particular care of the vehicle, its occupants and other road users.
- 1.4 Carry out general vehicle checks at the start of and during each shift, to ensure the readiness of the vehicle and communications equipment to respond as required. All defects, deficiencies and accident damage must be reported in accordance with Trust procedures.
- 1.5 Ensure that vehicles are clean and appropriately stocked and refuel them as required.
- 1.6 Maintain a competent working knowledge of all medical and life support equipment carried on vehicles appropriate to the required skill level and scope of practice.
- 1.7 Maintain competence in assisting a qualified practitioner in the use of appropriate equipment in line with the scope of practice and associated training
- 1.8 Ensure that all procedures used within the scope of practice are consistent with and promote good infection control
- 1.9 Ensure that required equipment is stored, transported and cared for so that they are always in good working order
- 1.10 Comply with basic scene safety checks and the associated basic risk assessments, working with other healthcare or emergency services staff
- 1.11 Support qualified practitioners as directed, in the provision of high quality care
- 1.12 Observe patient vital signs using skills and equipment relevant to scope of practice as directed and reporting any changes to the qualified clinician
- 1.13 Provide and take relevant information from carers or others at any scene, reporting to qualified practitioner, health care professionals, hospital or other relevant agencies as required



- 1.14 Complete appropriate and clear documentation relating to patients attended, work and journeys undertaken in accordance with Trust policies and protocols.
- 1.15 Maintain a working knowledge of and operate all required types of communication equipment (including radio, telephone and MDTs) in accordance with Trust protocols to convey accurate information about emergency and routine work and patient information to NHS staff and those from other services as appropriate.
- 1.16 Maintain regular communication with ambulance control to register updates regarding cancellation and mobility requirements
- 1.17 Be flexible in attitude to meet the constantly changing nature of care and service delivery
- 1.18 Be smart in appearance and courteous at all times to convey a high level of confidence to the public
- 1.19 Work with others and use available equipment to ensure the safe manual handling and movement of patients
- 1.20 Promote Equality & Diversity and a non discriminatory culture
- 1.21 Identify and take action when other people's behaviour undermines Equality and Diversity.
- 1.22 To treat everyone with whom you come into contact, with dignity and respect
- 1.23 Comply with all Trust policies and procedures as they apply to the post.
- 1.24 Monitor quality of own work to ensure that the required standards of performance are met.
- 1.25 Maintain a professional attitude and public image at all times.
- 1.26 Exercise high levels of courtesy and communication with patients and the public to ensure that clear information is conveyed, maintaining patient confidentiality at all times.
- 1.27 Listen to comments from key stakeholders (managers, staff etc) and fed back to clinicians or managers as appropriate in order to develop ways in which the service can be improved.
- 1.28 Good working relationships must be maintained with - qualified practitioners,



Emergency control staff, line managers, other healthcare staff, other emergency services staff and public and patient representatives

- 1.29 Clean and maintain proper care of any equipment, vehicles and uniform provided by the Trust in accordance with current infection control procedures.
- 1.30 Take responsibility for patients' money, valuables and property whilst they are in the care of the Trust.
- 1.31 Because of the nature of the work, this post is exempt from the provision (42) of the rehabilitation of offenders act 1974 (Exemptions) order 1975.
- 1.32 Undertake learning to ensure that own knowledge and skills are maintained at the required level.
- 1.33 Participate in regular personal development reviews in accordance with Trust policies and the NHS knowledge and skills framework
- 1.34 Undertake required learning and ensure that this is put into practice

Standard Role Requirements

Health and Safety

To take reasonable care for own health and safety and that of others who may be affected by the postholder's actions at work.

No smoking policy

The buildings, grounds and car parks owned or managed by the Trust are smoke-free zones and smoking is not permitted whilst on NHS/Trust premises; attending external meetings on behalf of the Trust; wearing NHS/Trust-identifiable clothing or other markings, or whilst in NHS/Trust vehicles.

Risk

To develop and implement robust systems for risk management across the areas of responsibility of the post. To be responsible and accountable for risk in these areas.

To be personally responsible for not undertaking any task or action which would knowingly cause risk to self, others, or to the Trust.

As far as is reasonably practicable, to prevent other people from undertaking tasks or actions which would knowingly cause risks to themselves, others, or to the Trust.

To identify and report actual or potential hazards/risks in the work environment in



accordance with Trust policies.

To participate in briefing/training sessions and carry out any agreed control measures and duties as instructed.

Take immediate action to minimise risks where it is reasonably practicable to do so.

Records management, confidentiality and security of information

To adhere to Trust policies and procedures as directed in training and guidelines and as advised by relevant colleagues (including designated Local Records Manager) in relation to creating records and handling information. Undertake action as required to implement and comply with these policies and procedures. To report any non-compliance.

To maintain confidentiality in relation to personal data held for colleagues and patients, ensuring it is processed lawfully; for no purpose other than for which it was obtained; is relevant to that purpose; is retained for no longer than is necessary; is processed in accordance with the rights of the subject to access and accuracy; and is protected from accidental loss or damage in accordance with the requirements of the Data Protection Act 1998, and records management guidance.

To maintain confidentiality of patient-identifiable personal data using a non-identifiable alternative, where practicable, and limiting access on a strictly need to know basis in accordance with the responsibilities of the Trust's Caldicott Guardian.

Infection control

Responsible for ensuring the effective implementation and monitoring of infection prevention and control in all areas within his/her area of responsibility to ensure continued compliance of the Trust with the Health Act 2006, Health and Social Care Act 2008 and any future Acts of Parliament regarding infection prevention and control. Adhere to the Infection Prevention and Control policy at all times, providing clear leadership and promotion of responsible attitudes towards infection prevention and control

Responsible for infection prevention and control within his/her area of responsibility, ensuring the effective implementation and monitoring of infection prevention and control under his/her control. Ensure infection prevention and control audits are undertaken in their area of responsibility, as requested by the Director with responsibility for infection prevention and control.

To ensure that relevant staff, contractors and other persons, whose normal duties are directly or indirectly concerned with patient care, receive suitable and sufficient training, information and supervision on the measures required to prevent and control risks of infection, so far as reasonably practicable.

Alcohol handrub must be carried at all times whilst in uniform; good hand hygiene must be maintained.



Responsible for including infection prevention and control within the managerial job descriptions and appraisals of all managers under his/her control.

Patient and public involvement

To be aware of responsibilities under sections 7 and 11 of the Health and Social Care Act 2001 to involve patients and the public in the ongoing planning, development and delivery of health services, and to involve patients in their own care, as far as is reasonably practicable.

Person Specification

	Essential	Desirable
Education and qualifications	<ul style="list-style-type: none"> • Full driving licence held for at least one year with no current endorsements (a maximum of 3 points are permitted for some offences). Other driving offences such as disqualification for drink driving will not be acceptable • Driving licence must contain C1 category (driving vehicle over 3500kg). • A minimum of two GCSE's (or equivalent) at grades A-C including English Language or Literature, and Maths, or a Level 2 Functional Skills certificate or a Level 3 qualification in a health care related subject. • 	<ul style="list-style-type: none"> • Advance driving qualification. • Clean driving licence. • D1 category on driving licence. • Institute of Healthcare and Development (IHCD) First Person on Scene Certificate and/or HSE First Aid at Work Certificate. • General knowledge of biological sciences.
Previous experience (Paid/ Unpaid relevant)	<ul style="list-style-type: none"> • Experience in dealing with a range of age and social groups. • Experience of working with the 	<ul style="list-style-type: none"> • Working in a health and/or social care environment in a



to job)	general public. <ul style="list-style-type: none">• Minimum of 12 months actual recent driving experience.	voluntary or paid capacity. <ul style="list-style-type: none">• Experience in a driving role for a care organisation.
Skills, knowledge, ability	<ul style="list-style-type: none">• Effective verbal, listening and written communication skills.• Ability to work under pressure.• Able to handle sensitive situations assertively and tactfully.• Demonstrates good organisational skills and able to produce accurate records.• Good interpersonal skills and ability to interact in a calm and professional manner.• Demonstrate the ability and commitment to providing high quality patient care, appropriate to patient needs.• Respects and applies patient dignity and confidentiality at all times.• Displays good diplomatic skills, is tactful and discreet.• Understanding of vehicle and road safety issues.• Excellent knowledge of Highway Code.• An understanding of equality and diversity issues and can demonstrate their incorporation into personal practice.• Able to complete paperwork with accuracy and good attention to detail.• Demonstrates commitment for personal development and life long learning.	



Aptitude and personal characteristics	<ul style="list-style-type: none">• Ability to interact with people from varying cultural backgrounds and social environments.• Ability to develop effective working relationships with colleagues and the public.• Able to promote equality and value diversity.• Within the level of sick absence as set out in Trust Policy.• Able to work effectively in difficult and traumatic circumstances.• Confident and assertive but approachable.• Willingness to learn.• Caring attitude and sensitivity to others.• Able to work flexibly as part of a team.• Able to maintain confidentiality of information.• Flexible approach to working hours and job demands.• Able to pass pre-employment medical.• Fitness to carry out moving and handling of patients and equipment.• Demonstrate a commitment and recognition to the core values and beliefs of an employee of the NHS• Able to deliver on the NHS constitutional patient pledges and rights• Committed to high quality patient care and patient experience• Respectful to and able to promote equality in opportunity, employment and service delivery	
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	<ul style="list-style-type: none">• Committed to continuous professional development and personal growth• Able to ensure care of own health and wellbeing to promote improvements to physical and emotional wellbeing• Able to work within the trust's attendance targets• Ability to perform the requirements of the post to an acceptable standard• Demonstrates a positive and flexible approach in line with the changing nature of the trust service delivery model• Committed to the values based principles of high quality patient care to include; compassion; care; competence; communication; courage and commitment in all aspects of service delivery.	
CIRCUMSTANCES	<ul style="list-style-type: none">• Able to work the shift patterns as required, including unsocial hours and weekends.• Able to work across the area defined by the local manager.• Able to demonstrate CRB enhanced clearance.	