



Job Title	Ambulance Care Assistant- Secure
Contract Type:	Permanent
Salary	£39,936 per annum
Head Office	Edgware, Greater London
Reports to	Shift Manager
Responsible to	Head of Operations

1. Job Purpose:

The post holder is responsible for ensuring the effective and efficient day-to-day operation within the secure patient transport service by coordinating the distribution of patient journeys with care and respect.

With the aim to provide the best quality care to our patients and their families and uphold our high standards. The post holder will operate within the Company Scope of Practice (ScOP) for the role as well as recognise any potential safeguarding issues and report accordingly. He/she should ensure that their vehicle and equipment is consistently maintained to an excellent standard. They will also help mentor and function as the clinical support for newer staff, as required.

2. Responsibilities:

- To provide compassionate, professional, and high-quality patient care whilst responding to both emergency and non-emergency patient transport situations with the team.
- Drive all vehicles in emergency/non-emergency situations legally and in accordance with the company driver and emergency driver handbooks, while demonstrating consideration for the comfort and safety of the patient and colleagues, showing consideration for other road users.
- Assess, attend and transport patients and relatives in accordance with Company policies and procedures, including Company scope of practice guidelines.
- Accurately complete all documentation relating to patients, vehicles, and equipment in accordance with Company Policy and submit within required timeframes to management office.
- Work within the relevant Scope of Practice (SOP) for the designated role and provide treatment up to the post-holder's assessed ability in line with current best.
- Be aware of the patient's social and environmental condition and report any Safeguarding matters to the appropriate person or body.
- Uphold and comply with designated cleaning routines to including vehicles, equipment and areas of the garaging facilities to ensure that infection prevention and control standards are adhered
- Responsible for providing care to our patients and uphold our high standards, you will operate within Trust specific operating processes for each service and assist the medical team.
- Uphold and comply with designated cleaning routines to including vehicles, equipment, and areas of the garaging facilities to ensure that infection prevention and control standards are adhered to.
- Communicate with and manage patients, relatives, carers and the public in a calm, sensitive and professional manner ensuring patient dignity and informed consent for all patient assessment and movement.
- Provide appropriate and necessary assistance for passengers to access the vehicles.

3. Communication:

- Accurately complete all documentation relating to patients, vehicles, and equipment in accordance with Company Policy and submit within required timeframes to management office.
- Demonstrate care and understanding for patients even when Patients or their families/carers may be confrontational or distressed.
- Taking personal action to resolve patient's issues of concern or complaints; or where this is not possible, advising Patients or their carers on whom to contact next.
- Recording journey information such as a deterioration in patient's health, accidents involving patients or any abusive/threatening behaviour on the incident form or other service documentation, as necessary.
- To inform control of any delays or breakdowns that will impact service delivery.
- To report any accidents and / or injuries to patients, members of the public and to vehicles promptly and to make a full report of any such incident on the report form provided without



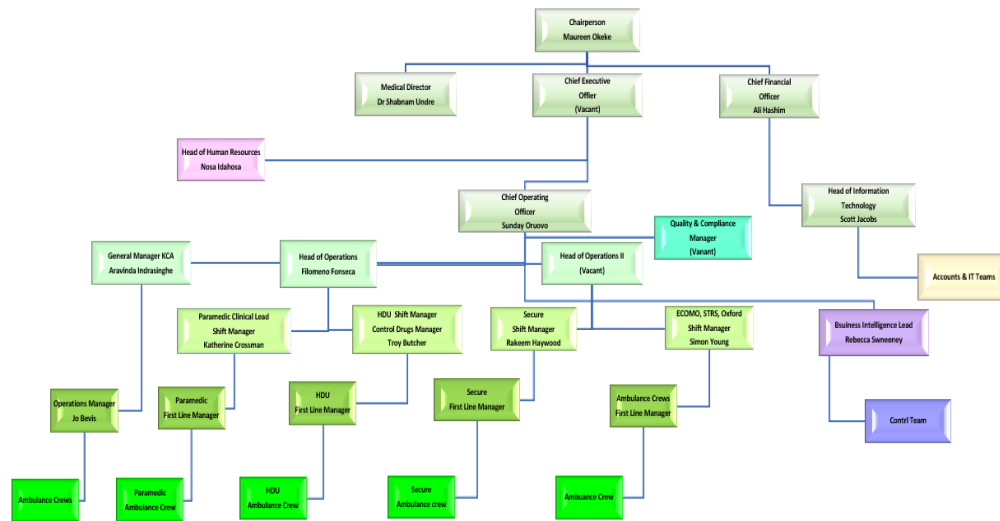
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4. Service Specific Joint Working Arrangements:

As part of the medical team working with the Trust, each service has service specific joint working arrangements (when not on a retrieval with sufficient rest breaks) which include:

- Attending scheduled service meetings and forums as required
- Running blood gases & perform blood glucose checks (once signed competent)
- Preparing bed spaces for patient admissions or theatre cases as necessary
- Assisting nursing staff with transferring patients to departments & the wards
- Support equipment education for new staff & refresher sessions for existing retrieval staff
- Restocking and tidying retrieval equipment and retrieval room: restock boxes and grab pouches.
- Restocking transfer trolleys
- Inducting parents to unit – show them around the unit, to the PICU parent accommodation rooms, offer refreshments to new parents & patients if appropriate.
- Assist in collecting feedback surveys.
- Providing support & communication for parents & patients
- Prepare Parent Packs – Parent information packs,
- Work alongside a nurse: Improve recognition of the deteriorating child & increase in stabilisation skills.
- Assist HCAs & nurses with daily equipment changes – waters, suction units etc.
- Adhere to all Standard Operating Procedures (SOP) and additional responsibilities that may be required.

5. Structure:



6. Team Working / Collaboration:

- Cooperate with colleagues to achieve the most effective operation for daily workloads.
- Know when to offer help and when to ask for it; assistance and advice available from supervisor/operational manager.
- Be prepared to play a full part in achieving individual and team targets and keep up with the flow of work.
- Understand their contribution and how it impacts the team
- To record all pick-up and delivery times to the Transport Team Leaders.
- To record all aborted / lost journeys and to note the reason the journey was aborted.

7. Key Relationships

Internal	External
Shift Managers	Patients
Controller Room	Patient's carers or relatives
Fleet Management Team	Nursing/Care home staff
Fleet Support Team	Emergency services
Clinical staff	NHS Trust Hospitals
Service Delivery Team	
Training and Compliance Team	



8. Person Specification

Domain	Essential Criteria	Desirable Criteria
Qualifications	<p>GCSE English and Math's. Or Educated to NVQ level 3</p> <p>A level 3 ambulance qualification, including FPOS (I) or (E), or preferably FREC 3, with relevant, recent, recorded experience for at least 6 months, or willingness to train to this level.</p> <p>BTEC Level 2 in Disengagement and Physical Intervention Skills</p> <p>BTEC Level 2 in Use of Restraint Equipment</p> <p>Full driving license required, maximum of 3 points.</p> <p>Holder of a driving license held in the UK for at least 2 years.</p> <p>Good knowledge of UK geography</p>	Considerable driving experience, preferably in van-size vehicle
Experience	Understanding of Data Protection, Freedom of Information and Caldicott principles.	Should have an appreciation of CQC requirements as it relates to patient transport services.
Skills	<p>Able to work on own initiative, organizing and prioritizing own and other workloads to changing and often tight deadlines.</p> <p>Ability to complete dynamic risk assessment before patient transfer to ensure safety</p> <p>Takes decisions on difficult and contentious issues where there may be several courses of action.</p> <p>Good people skills, ability to work as a team</p> <p>Clear communication (verbal, non-verbal, written)</p> <p>Active listener - Teamwork/individual</p> <p>Problem solving - Decisive/assertive</p> <p>Ability to plan good and economical routes</p>	
Knowledge	Freedom of Information Act	Willing to undertake training programmes

	<p>Understanding of Equal Opportunities policies and procedures.</p> <p>To develop organizational culture in line with company Values and behaviors.</p> <p>Ability to prioritize workload, work under pressure and deliver results.</p> <p>Adaptability, flexibility, and ability to copy with uncertainty and change</p> <p>Professional calm and effective manner.</p> <p>Experience of dealing with people in difficult and challenging circumstances applying 'customer care' skills</p>	
Personality	<p>Honest/trustworthy - Self-disciplined - Flexibility - Adaptability (resourceful) - Approachable - Fair/courteous - Empathetic - Tactful/discreet</p>	Sense of humor
Motivation	<p>To improve quality of service</p> <p>To be initiative-taking</p> <p>To deliver agreed objectives on time</p>	
Other	<p>Demonstrable ability to meet Company values</p> <p>Responsible outlook</p>	



9. Working conditions

Criteria	Description
Physical	Will be required to frequently manually move Patients using a variety of patient handling equipment (lifting as required in line with training)
Emotional	May be exposed to distressed Patients or relatives (smells, body odour's and sometimes aggressive)
Working Conditions	Will spend most of the time driving
Mental	Concentration required when driving

About us

BEARS operate an independent ambulance service specialising in higher acuity patient transport (Paramedic, High Dependency, Mental Health, Critical Care and Emergency Retrieval/Response services) for various NHS Trusts in London and nationwide under contract. We are looking for resourceful and enthusiastic Trainee Ambulance Care Assistants to help us achieve our mission to transport patients with the highest standards of Safety, Comfort and Care. Please join us on our innovative and successful journey and be part of our aspirational growth plans.

Staff Benefits

- Company Pension Scheme
- Health cash plan after 6 months
- Access to company gym
- Clearly defined progression paths with training and support
- E-car scheme (Salary sacrifice/subject to eligibility)