

## JOB DESCRIPTION & PERSON SPECIFICATION

Job title & Department: Ambulance Care Assistant (ACA)

Salary: £8.00 Per Hour

Staff Group: Frontline Operations

Hours: TBC

This role is supported by: Team Mentor

Location: Ossett Ambulance Hub

### Job summary

The post holder will be required to transport low dependency patients to and from treatment centres in a comfortable, caring, compassionate, empathic, reassuring and timely manner to defined standards.

To have the ability to effectively communicate with patients, relatives and health service colleagues. To provide a quality service to the patient, their relatives and carers ensuring their safety whilst in the care of Heart Medical.

Ambulance Care Assistant crew's will also cover events.

### Main duties and responsibilities

1. Achieve and maintain competence in all relevant skills and knowledge by attending CPD events, passing annual assessments and keeping a personal development and reflective portfolio through the CPDme system.
2. Carry out vehicle and equipment checks at the start, during and end of each shift to ensure the readiness of the vehicle, equipment and consumables to respond as required. Report all defects and damage in accordance with local procedures.
3. Be aware and sensitive of the patient's social and environmental condition and report any matters of concern to the appropriate person or body as defined in local operating procedures.
4. Actively participate in personal and environmental cleaning routines including vehicles, equipment and areas of the garaging facilities to ensure that infection prevention and control standards are adhered to.
5. Maintain absolute patient confidentiality at all times, ensuring Information Governance and Data Protection procedures are adhered to at all times.
6. Provide care and treatment in line with the agreed scope of practice.
7. To act as a "buddy" to newly qualified crew members joining Heart Medical, helping them get used to daily routines, completing the portfolio, familiarisation with policies and procedures, completing peer evaluation forms and generally helping them to integrate into the heart Medical family.

8. Playing your part in growing a first class working environment, treating all colleagues as equals and working together as a team. Supporting, caring and encouraging colleagues to achieve excellence in patient care and making Heart Medical an employer of choice.
9. Wear the Heart Medical uniform with pride, ensuring that yourself and those around you positively represent Heart Medical and our partnership agencies. Heart medical team members will always ensure high standards of personal fitness for role, uniforms are clean and ironed, boots are polished and all items worn in line with policy.
10. Driving the ambulance vehicle in non-emergency conditions with due regard for the patient's safety and comfort.
11. To perform any other duties commensurate with these responsibilities, the grade of the post and skill and qualifications of the post-holder.

This is a specification of the experience, skills, etc. that are required to effectively carry out the duties and responsibilities of the post (as outlined in the job description) and forms the basis for selection.

Requirements	Essential and desirable criteria		Method supporting assessment
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<b>Education/qualifications</b>			
Accredited advanced driver qualification (ROSPA or IAM or IHCD)	✓		Application Form
Current Ambulance Care Assistant qualification	✓		Application Form
Full UK manual driving licence with category B. No more than <u>6</u> penalty points or a history of any driving bans within the last 10 years.	✓		Application Form
<b>Experience</b>			
A minimum of two years driving experience since first holding a full UK Licence	✓		Application Form/Interview
Minimum age of 21 due to insurance stipulations.	✓		Application Form/Interview
A minimum of one year's experience in a role providing care	✓		Application Form/Interview
Experience of driving larger vehicles (Van size)	✓		Application Form/Interview
<b>Skills, knowledge and abilities</b>			
Excellent interpersonal skills with ability to communicate effectively at all levels	✓		Application Form/Interview
Ability to create a positive image of Heart Medical	✓		Application Form/Interview
Capable of working in stressful and demanding situations	✓		Application Form/Interview
Ability to produce clear and legible documents	✓		Application Form/Interview
High standards of personal fitness and appearance	✓		Application Form/Interview
<b>Motivation</b>			
Ability to work on own initiative	✓		Application Form/Interview
Willing to adapt and learn new skills	✓		Application Form/Interview
Willingness and Ability to travel to different locations as required	✓		Application Form/Interview