



Job Description
Urgent Care services Care Assistant

Title: Urgent Care Services Care Assistant

Band: A4C Band 3

Location: Designated Ambulance Station within a defined geographical area

Reports To: Supervisor

Accountable To: Operations Manager

Job Purpose:

- To support Emergency Services in providing core treatment and transport to patients, whilst complying with the service's policies, procedures and strategies for patient care. This role requires the post holder to either work with a senior clinician as part of an Intermediate Tier crew or with another member of staff of the same grade as part of an Urgent Care Service crew.

Duties & Responsibilities:

- The assessment of the clinical and personal requirements for a specified range of medical and trauma related patient conditions, ensuring accurate recording of patient observations, interventions and therapies, as detailed in the Scope of Practice.
- The care, effective treatment and safe transportation of patients between their homes / other treatment centres and locations as identified, providing the appropriate standards of clinical and personal care within the pre-hospital environment.
- To drive service vehicles under normal road speeds, in a safe and competent manner.
- To observe and respond to operational requirements, in a timely and efficient way, as directed by deploying control staff and or other identified personnel.

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- To undertake appropriate training, as determined by the Trust, in accordance with the requirements of Statute, the IHCD, NHS Directives etc.
- To escalate issues to a more senior Clinician or the Urgent Care desk when additional support or guidance is needed.
- Accurately complete all Trust documentation, such as PRF's and be competent users of the Trust communication/data equipment.
- To maintain the ambulance vehicle and all associated equipment in a safe and clean condition at all times, reporting any hazards, defects or adverse incidents in the required manner.
- To ensure the correct completion of all service documentation associated with your duties, including vehicle log sheets, Patient Report Forms etc. in a timely efficient manner.
- To ensure the safe, effective hand-over of patients at the receiving A&E Unit or other identified treatment centres, providing all appropriate information and documentation for the effective, integrated care of the patient.
- To comply with the Trust's Code of Conduct, JRCALC guidelines and other occupational requirements, to ensure safe, effective practice and the maintenance of professional / ethical standards.
- To observe all relevant Trust policies, including, in particular, Health & Safety, Equal Opportunity and Incident Reporting. Undertake risk assessment of patient safety, staff safety and public safety.
- Use the appropriate Trust reporting mechanisms for any adverse incidents.
- Share best practice with colleagues.
- Make suggestions for improvements and developments to systems and processes to the appropriate managers.
- Maintain own Continuing Professional Development portfolio.
- Be aware of and apply principles of patient confidentiality, all current data protection legislation and vulnerable persons procedures (child and adult) within all aspects of work.

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- Maintain knowledge of own responsibilities in relation to health and safety.
- Prepare for and partake in an annual Personal Development Review to identify own development needs and career progression plans.
- Adhere to the Trust's Code of Ethics.
- Attend all mandatory training required to the knowledge and skills required.
- Ensure that own actions support equality and diversity and maintain an understanding of Trust policy in relation to equal opportunities.
- The Trust actively encourages a non-smoking working environment as part of its Health Promotion activities. As a result all departments operate a No Smoking Policy and the post holder will be expected to comply.

General Duties

- Enhance own performance through continuously developing own knowledge, skills and behaviours to meet the current and future requirements of the job and respond to the learning needs of the Trust.
- Act within acceptable parameters as an employee/ Manager for the Trust, having regard to the applicable 'Code of Conduct' for your role and ensuring own practice is in accordance with Trust policies.
- Maintain own CPD and contribute to own personal development by participating in annual appraisal with line manager, developing a PDP, and actively participating in agreed learning activities and evaluating effectiveness of learning in relation to role.
- Regularly review own practices and makes changes in accordance with current and/or best practice, makes suggestions for improved practice and identifies where other activities affect own practice
- To achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
- To contribute positively to the effectiveness and efficiency of the teams in which he/she works.
- To contribute to a healthy, safe and secure working environment by adhering to health and safety regulations, Trust policies, procedures and guidance. Take necessary

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action in relation to risks in the workplace including supporting others to manage risks and reporting incidents as necessary.

- To act in ways that support equality and diversity and the rights of individuals, ensuring own practice is in accordance with Trust policies. Identify and take action when own or others' action undermines equality and diversity.
- To raise concerns around risk, malpractice or wrongdoing at work, which may affect patients, staff or the organisation, at the earliest reasonable opportunity.
- To abide by the NHS values and the NHS Constitution, all staff must maintain the highest standards of care and service, treating every individual with compassion, dignity and respect, taking responsibility not only for the care you personally provide, but also for your wider contribution to the aims of your team and the NHS as a whole;
- The post holder will be required to adapt to and undertake different or new duties in line with professional and service developments This Job Description is intended as a general guidance to the duties and responsibilities of the post and is not, therefore, exhaustive. It will be subject to review, in light of changing circumstances and in consultation with the post-holder.

Clinical Duties

- In accordance with Trust policies and procedures, ensure that own personal practices in infection prevention and control meet the requirements of the hygiene code and health & safety at work; this will include cleaning of ambulance vehicles and equipment, maintaining cleanliness of vehicles and equipment, own personal hygiene and promotion of good infection prevention and control standards for the protection of self, colleagues and patients from healthcare acquired infections.
- Ensure vehicles and equipment meet agreed serviceability, ensuring that they are kept in a state of cleanliness and any defects are recorded and reported for action to be taken.
- Within area of responsibility, ensure the effective maintenance of infection prevention and control standards of all staff and the decontamination and cleaning of ambulance vehicles and reusable equipment. Undertake audits of vehicle, equipment and premises and ensure that there are associated cleaning schedules that are accessible for audit and public inspection.

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- Ensure that infection prevention & control standards are met within team, by inspecting and auditing the cleanliness of equipment and operational vehicles and ensuring that staff are complying with Trust protocols in respect of personal hygiene and infection prevention and control.

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Person Specification
Urgent Care Service Care Assistant

Please be aware that all criteria listed below are essential to the role.

	Essential Criteria
Qualifications	Minimum of 3 GCSEs (or equivalent qualifications) at grade C or above one must be either English, Maths or Science related
Experience	Relevant experience in a patient care/support role Relevant experience in a customer focused environment Demonstrable experience of providing customer care
Specific Skills and Abilities	Hold a valid EU Driving License (No more than 3 endorsement points. In exceptional circumstances a maximum of 6 points may be considered) C1 Category entitlement (C1 provisional) Ability to prioritize workload Ability to work in a demanding and pressurized environment Effective interpersonal skills including written, verbal and listening. Experience of using initiative in an unsupervised environment. Able to work effectively and appreciate the importance of teamwork. Experience of problem solving in a work environment. Understanding of wider NHS objectives and those relating to the Ambulance Service

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Personal Attributes	<p>Commitment to Continuous Professional Development</p> <p>Genuine interest in providing a service to the public</p> <p>Caring nature</p> <p>Trustworthy</p> <p>Assertive</p> <p>Ability to motivate others</p> <p>Flexible approach to work</p>
Other Requirements	<p>Be physically fit to undertake the role (this will be assessed as part of the recruitment process)</p> <p>Maximum weight of the postholder to be no more than 120kg as assessed by the Trust Occupational Health provider. (This limit equates to approximately 18 stone 12 lbs and reflects the manufacturer's vehicle cab safe seat weight limit)</p> <p>Demonstrate an excellent attendance and unblemished work record (information will be sought during the recruitment process)</p>

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